

**Greenville/Emporia  
Department Of Social Services**

**OFFICE SPACE NEEDS ANALYSIS  
AND PROGRAMMATIC REQUIREMENTS**

Prepared For:

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March 3, 2015

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## INTRODUCTION/OVERVIEW

At the onset of this assignment, our team met and had highly productive first meeting with Director and Staff of the Greenville/Emporia Department of Social Services. In addition to this broad range initial work session, we also were given a comprehensive tour of the present offices; all to benefit of learning a great deal about the existing space deficiencies and the security issues that the present facility can not now meet. From the onset we have understood the need for a better work space and flow; and most importantly we have learned the specifics of present day security deficiencies, and the need to bring these issues to the forefront of the analysis.

As a result, any new facility planned for the Department of Social Services should be/must be arranged in three distinct zones; those being "Public Zone", "Neutral Zone" and "Secure Zone"; with the general public having direct access to the "Public Zone" only. Access to the "Neutral Zone" will be by authorized/monitored supervision, while the "Secure Zone" will not be accessible to the public at any time.

The "Secure Zone" will be reserved as the primary working space for staff and management. Staff will be required to confine all critical work, documents, and client files within the "Secure Zone". Staff will meet and interface with the client/public by entering into the "Neutral Zone" where Interview, Family Visitation, Family Partnership and Training Rooms are all to be located. These spaces vary in size depending on their functional needs. The Board Room also will be placed in the "Neutral Zone".

In the Space Needs Outline that follows the specific types and sizes of all spaces are identified, as well as how they are to relate to the zones in which they are placed.

In our second outline Relationship of Spaces, we elaborate on the features required of each space and in that graphic we show how the various spaces relate within their zones and how the zones interact with each other for maximum security and efficiencies.

March 3, 2015

# SPACE NEEDS OUTLINE

<b>Public Zone/Public Access</b>							
<b>PUBLIC ZONE</b>	<u>ENTRY VESTIBULE</u> A.D.A accessibility @ 10'x10' <span style="float: right;">100 s.f.</span>						
	<u>LOBBY</u> Seats 30 @ 28'x25' <span style="float: right;">700 s.f.</span>						
	<u>KID'S KORNER</u> Play space @ 8'x10' <span style="float: right;">80 s.f.</span>						
	<u>PUBLIC TOILETS</u> Male and female @ 16'x11' each/176 s.f. each <span style="float: right;">352 s.f.</span>						
	<u>CARRELS</u> 6 carrels @ 6'x6'/36 s.f. each <span style="float: right;">216 s.f.</span>						
	<b>Sub-Total - Public Zone</b> <span style="float: right;"><b>1,448 s.f.</b></span>						
<b>Neutral Zone/Restricted Public Access</b>							
<b>NEUTRAL ZONE</b>	<u>INTERVIEW ROOMS</u> A suite of 8 rooms <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">5 small @ 100 s.f.</td> <td style="text-align: right;">500 s.f.</td> </tr> <tr> <td style="padding-left: 20px;">2 medium @ 160 s.f.</td> <td style="text-align: right;">320 s.f.</td> </tr> <tr> <td style="padding-left: 20px;">1 large @ 200 s.f.</td> <td style="text-align: right;">200 s.f.</td> </tr> </table>	5 small @ 100 s.f.	500 s.f.	2 medium @ 160 s.f.	320 s.f.	1 large @ 200 s.f.	200 s.f.
	5 small @ 100 s.f.	500 s.f.					
	2 medium @ 160 s.f.	320 s.f.					
	1 large @ 200 s.f.	200 s.f.					
	<u>TOILET/NEUTRAL ZONE</u> Male @ 8.5'x9' - Single/Unisex <span style="float: right;">77 s.f.</span> Female @ 8.5'x9' - Single/Unisex <span style="float: right;">77 s.f.</span>						
	<u>FAMILY VISITATION ROOM</u> Large Family Visitation Area @ 12'x16' <span style="float: right;">192 s.f.</span>						
	<u>OBSERVATION ROOM/SPARE OFFICE</u> Adjacent to Family Visitation @ 8'x12' <span style="float: right;">96 s.f.</span>						
	<u>FAMILY PARTNERSHIP/CONFERENCE/TRAINING ROOM</u> 22 people @ table with 8 side chairs = 30 total Room @ 32'x20' <span style="float: right;">640 s.f.</span>						
<u>BOARD ROOM</u> Seats 8-10 people @ table Room @ 16'x24' <span style="float: right;">384 s.f.</span>							
<b>Sub-Total - Neutral Zone</b> <span style="float: right;"><b>2,486 s.f.</b></span>							

**Secure Zone/Staff Access**

SECURE ZONE

RECEPTIONIST

(A) 2-person counter @ 10'x12' 120 s.f.  
(B) 1-person File Area @ 8'x10' 80 s.f.

FILE ROOM/MAIN

Adjacent to Workstations  
Adjacent to Receptionist  
Replaces 90 individual 4-drawer files  
Has capacity for existing moveable files  
Room @ 18'x27' 495 s.f.

WORKSTATIONS/GENERAL

Common work area for 22 cubicles  
8'x8' cubicles are the design standard  
Workstation Zone @ 50'x47' 2,350 s.f.

OFFICES/PRIVATE

1 - Director Office @ 12'x16' 192 s.f.  
4 - Supervisor Offices @ 10'x12' 480 s.f.  
2 - Fiscal Offices @ 10'x12' 240 s.f.

STAFF TOILETS/SECURE ZONE

Female @ 18'x11' 198 s.f.  
Male @ 9'x11' 99 s.f.

I/T ROOM

Central to hub @ 10'x12' 120 s.f.

WORKSTATIONS/FISCAL POD

2 - Assigned @ 8'x8' 128 s.f.  
Aisle Circulation @ 200 s.f. 200 s.f.

SECURE FILES/FISCAL POD

Room @ 8'x10' 80 s.f.

SAFE/VAULT/FISCAL POD

Room @ 8'x9.5' 76 s.f.

WORK/COPY ROOM/FISCAL POD

1 Work/Copy Room @ 8'x10' 80 s.f.

BREAK ROOM

Equipped with small kitchen  
Seating for 4-6 people  
Room @ 10'x23' 230 s.f.  
Pantry Storage @ 5'x10' 50 s.f.

STORAGE/GENERAL

General Storage A @ 8.5'x12' 102 s.f.  
General Storage B @ 8.5'x9' 77 s.f.  
General Storage C @ 8'x10.5' 84 s.f.  
General Storage D @ 6'x8.5' 50 s.f.

WORK/COPY ROOM/MAIN

1 Work/Copy Room @ 9'x10' each 90 s.f.

SECURE ZONE	<u>MECHANICAL ROOM</u>	
	Room @ 13'x19'	247 s.f.
	<u>ELECTRICAL ROOM</u>	
	Room @ 10'x10'	100 s.f.
<b>Sub-Total - Secure Zone</b>		<b>5,968 s.f.</b>
<b>SUBTOTAL - ASSIGNABLE</b>		<b>9,902 s.f.</b>
<b>CIRCULATION/CONSTRUCTION/29%</b>		<b>2,872 s.f.</b>
<b>TOTAL</b>		<b>12,774 s.f.</b>

USE : GROSS AREA - 12,850 S.F.+/-

Future Expansion/Factor



DATE: 11/11/11  
 DRAWN BY: JRM  
 CHECKED BY: JRM  
 REVISIONS:

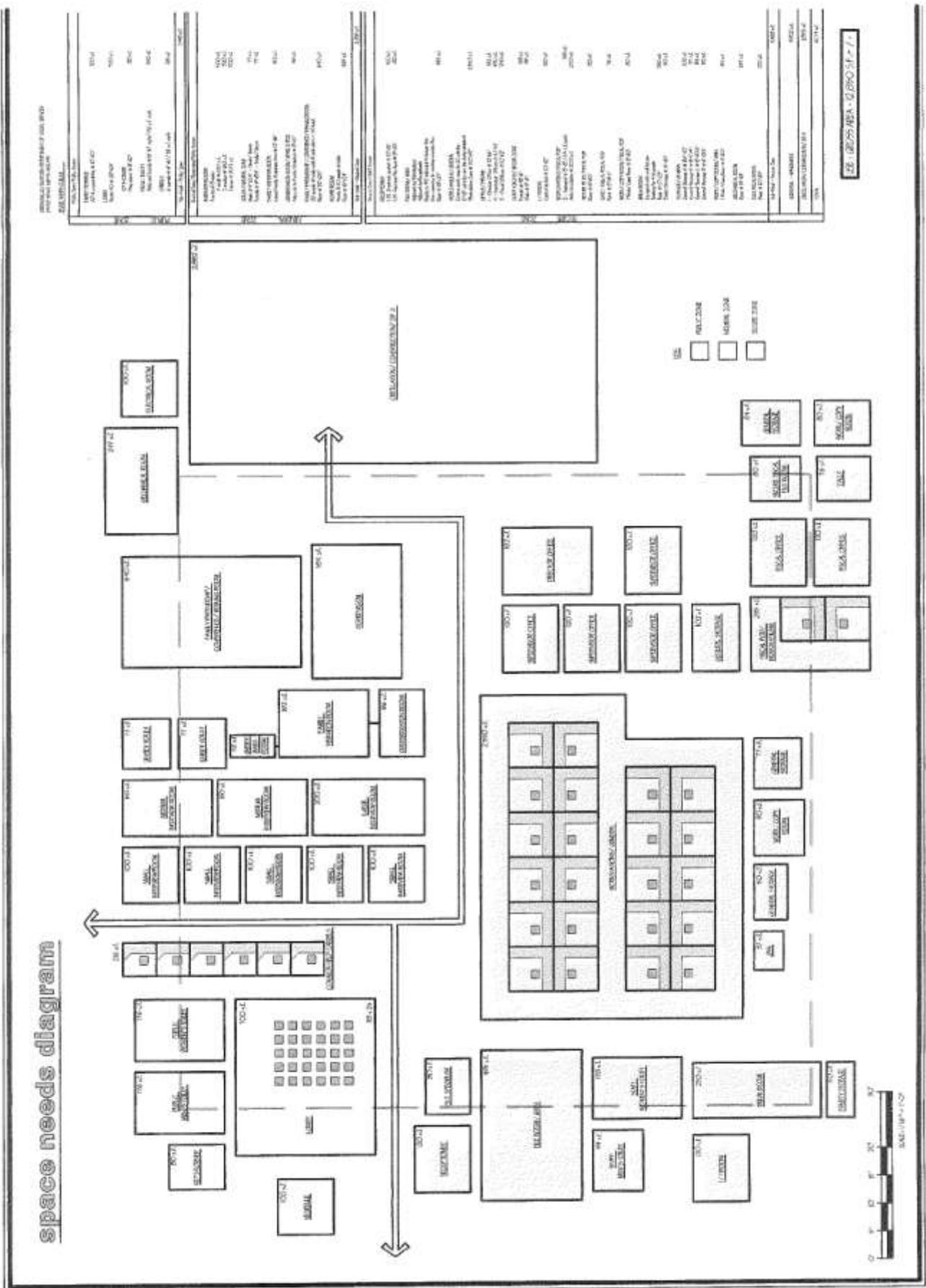
PROJECT NUMBER: 11010  
 DATE: 11/11/11

GREENWALD/EMPORIA DEPARTMENT OF SOCIAL SERVICES  
 DEPARTMENT OF SOCIAL SERVICES  
 OFFICE SPACE NEEDS ANALYSIS

OWNER: ANDREW CHAM  
 ANDREW CHAM, VICE CHAIR  
 1000 WEST WASHINGTON COUNTY ADMINISTRATION  
 BRASS BRIDGE, CITY CENTER AND PORTAGE  
 COMMUNITY CENTER  
 1200 WEST WASHINGTON COUNTY ADMINISTRATION  
 1200 WEST WASHINGTON COUNTY ADMINISTRATION

**BAXTER BAILEY ASSOCIATES**  
 ARCHITECTS  
 1100 WEST WASHINGTON COUNTY ADMINISTRATION  
 1200 WEST WASHINGTON COUNTY ADMINISTRATION

SCALE: 1/8" = 1'-0" (AREA - 0.000547-1)



space needs diagram

**RELATIONSHIP OF SPACES / OUTLINE**  
**AND PROGRAMMATIC REQUIREMENTS**

**Public Zone**

- **Vestibule**
  - Double Door Entry for every energy conservation and comfort.
  - Easy clean/replacement of built-in floor mats, as part of the design.
  - Ease of door operation meeting ADA Standards.
  - Well lighted/full vision space for security.
- **Lobby/Waiting**
  - Moveable seating for 30 patrons.
  - Direct access to six (6) Common Help Carrels.
  - Direct access to Kid's Korner play area.
  - Direct interface with Reception.
  - Direct access to Public Toilets.
  - Controlled access to the "Neutral Zone".
  - Controlled access to the "Secure Zone" via the "Neutral Zone".
- **Public Toilets**
  - Male/Female toilets.
  - ADA compliant.

- Easy access from/to Interview Rooms, Family Visitation, Family Partnership, and the near by near Board of Directors Room.
- **Receptionist**
  - See "Secure Zone" for description.
- **Kid's Korner**
  - Adjacent to Lobby/Waiting.
  - Full visibility for parents and Receptionist.
  - Nice play areas for toddlers and children waiting.
- **Common Help Carrels**
  - Direct access and visibility from Lobby.
  - Six (6) required. Each to be 6' x 6' in size.
  - IT/Data equipped/connected.

### "Neutral Zone"

- **Interview Rooms**
  - **Small** Interview Rooms - Five (5) each at approximately 100 sf +/- each required.
  - **Medium** Interview Rooms - Two (2) each at approximately 160 sf +/- each required.
  - **Large** Interview Rooms - One (1) at approximately 200 sf is required.
  - All Interview Rooms within "Neutral Zone" are equipped with conference tables and chairs sufficient to the space.

- All Interview Rooms to have sound control, be well lighted and to have IT/Data.
- **Family Visitation Room**
  - One (1) room at 192 sf+/- is required.
  - Placed adjacent to secure Observation Room.
  - Family Visitation will be sound controlled and well lighted.
  - Observation Room adjacent, but not accessible from "Neutral Zone".
- **Family Partnership/Conference/Training Room**
  - Larger multipurpose space of 640 sf +/-.
  - To be used for family workshops, various meeting events and educational training events.
  - Equipped flexible/movable tables and chairs that can be arranged to meet the various functions identified.
- **Board Room**
  - One (1) Board Room at 384 sf +/- to seat 10 at conference table/8 in side chairs.
  - Easy access for public thru "Neutral Zone".
  - Easy access to Public Toilets.
  - Director/Staff have ease of access from "Secure Zone".
- **Toilets**
  - Two (2) single occupant toilets, male/female within the "Neutral Zone".

## "Secure Zone"

- **Receptionist**

- Direct control for access to the "Neutral Zone".
- Direct control for access to the "Secure Zone".
- Adjacent to File Room/Main and File Specialist.
- Easy access for Receptionist into "Neutral Zone" and "Secure Zone".
- Key "gate keeper" location for entire facility.

- **File Specialist/Workspace**

- Adjacent to Receptionist, but secured/private.
- Adjacent to File Room/Main.
- Approximately 8' x 8' Workspace = 64 sf +/-.
- Control and return of all files to File Room.
- Maintains security of Main File Room.

- **File Room/Main**

- Will house **all** Consolidation Files with **new** High Density.
- Will house and relocate **existing** High Density Files
- Will replace and house existing File Cabinets of which there are 90 each (4) Drawer Standard. All Files are to be removed from Staff Offices.
- Easy access for all Workstations and Supervisor's Offices central.

- **Workstation/General**

- Twenty (22) Workstations at 8' x 8' = 64 sf each are required in an open well lighted workspace.
- Stations to have IT/Data, communication and power.
- Adjacent to Supervisors and Director.
- Adjacent to Work and Copy, General Storage and Toilets.
- Security in this area maintained at all times.
- Staff members move to "Neutral Zone" to meet with client/public.

- **Toilets**

- Larger Female Toilet, appropriately sized.
- Smaller Male Toilet, appropriately sized.
- All toilets ADA Accessible.

- **Financial Pod**

- Workstations - Two (2) required.
- Workstations to be 8' x 8' = 64 sf +/- each.
- Vault Area at 64 sf +/- within pod.
- Secure Fiscal File at 80 sf +/- within pod.
- Adjacent to the two Fiscal Offices at 120 sf +/- each.
- Work Copy/Small Room 8' x 10' = 80 sf +/-.

- **Supervisor's Offices**

- Four (4) Supervisor's Offices at approximately 10' x 20' = 120 sf +/- each.
- Adjacent to Workstations/General
- IT/Data ready.
- Adjacent to Copy/Work and Storage/Director.
- Easy access to "Neutral Zone" and Board Room.

- **Director's Office**

- Larger Working Office for Director.
- Provide 192 sf +/-, approximately 12' x 16'.
- Easy access to Staff and Supervisors.
- Access to Board Room and "Neutral Zone".

- **Break Room**

- Easy access for Staff, Supervisors and Director.
- Situated somewhat away from Workstation/General.
- Easy access to Board Room.
- Size to be 10' x 23' = 230 sf +/-.
- Pantry Storage to be 5' x 10' = 50' sf +/-.

- **General Storage**

- Several General Storage areas are shown in easy access locations.

Storage A: 102 sf +/-

Storage B: 77 sf +/-

Storage C: 72 sf +/-

Storage D: 60 sf +/-

- **IT/Data**

- Area of 120 sf +/- shown.
- In "Secure Zone". Staff control at all times.
- Adjacent to Electrical Room.
- Easy access to incoming source line.
- Easy access for IT Staff.

- **Mechanical Room**

- Area of 250 sf +/- shown. **Verify** at time of design.
- Easy access from both Exterior or Interior.

- **Electrical Room**

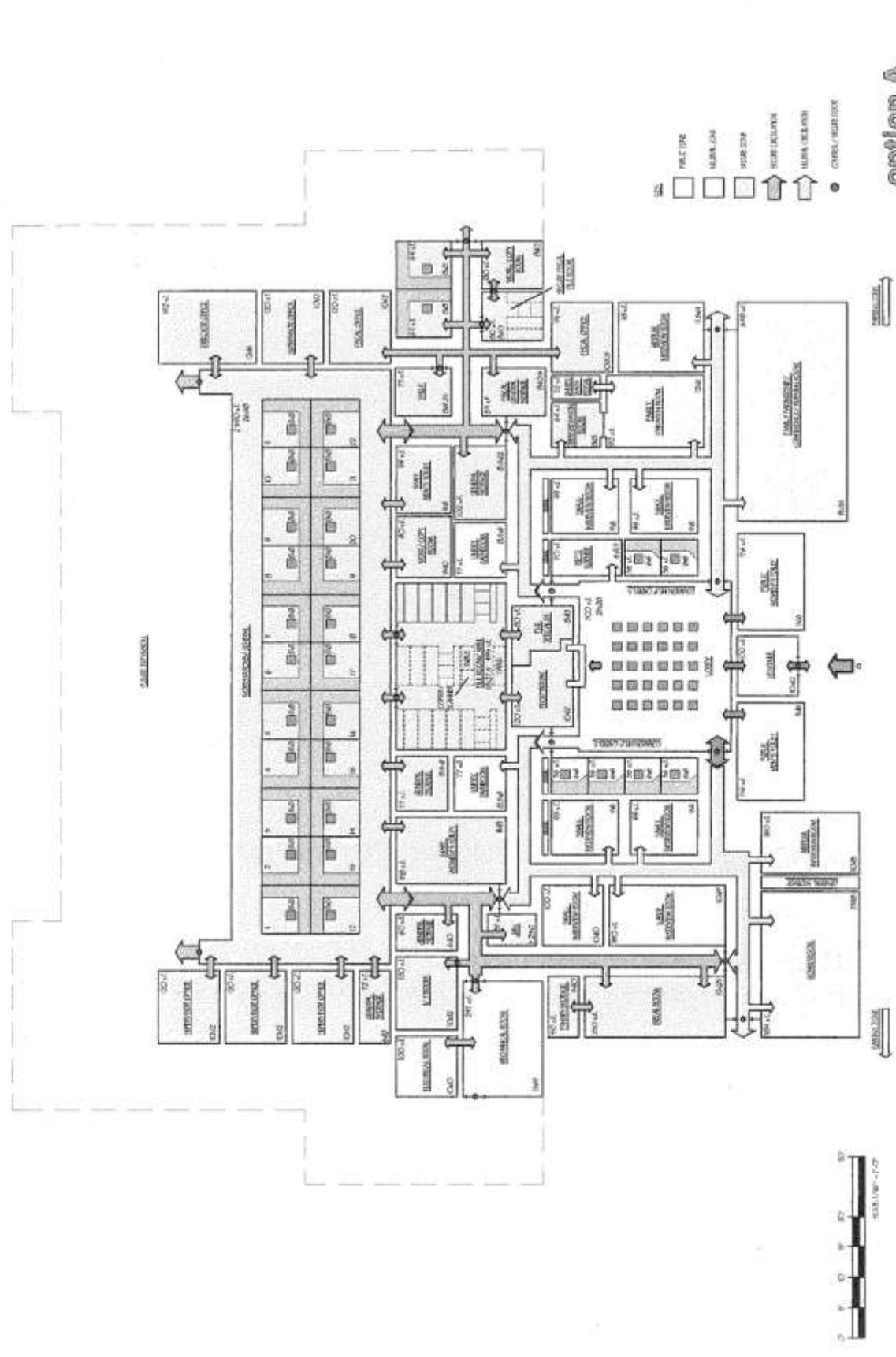
- Area of 110 sf +/- shown. **Verify** at time of building design.
- Easy access from Interior and/or Mechanical Room.

GREENVILLE/POCONO DEPARTMENT OF SOCIAL SERVICES  
 OFFICE SPACE NEEDS ANALYSIS  
 DEPARTMENT OF SOCIAL SERVICES  
 POCONO, PENNSYLVANIA

OWNER: GREENVILLE/POCONO DEPARTMENT OF SOCIAL SERVICES  
 ARCHITECT: BAXTER BAILEY ARCHITECTS  
 PROJECT NO.: 2014-01  
 DATE: MARCH 2014

BAXTER BAILEY ARCHITECTS  
 ARCHITECTS  
 1000 WEST 10TH AVENUE  
 DENVER, CO 80202

relationship of spaces diagram





## Summary / Recommendations

- **Standards and Guidelines**

In preparation of the Office Space Needs Analysis for the Department of Social Services, and through the good help of Director and staff; much has been learned about the internal day-to-day needs, operations and requirements of the agency, and its ongoing relationship to the client and community. Also, efforts on part of the Director have been most helpful in providing the many and various **standards and guidelines**; all as directed and sourced by the Department of Social Services / Commonwealth of Virginia. These documents, reprinted in their original form, are included for within the Exhibits for quick reference.

- **Security**

In our Introduction and Overview we address the critical mandate of **security and restricted access** for staff offices and files. This enhanced security need is important to the overall well being of the facility operations now proposed. To that end, our Relationship of Spaces Diagram illustrates the division and scope of the three Security Zones required.

- **Restricted Zones**

With the development of an all new facility, these restrictive zones can be achieved with relative ease. However, with a renovation/rehabilitation scenario, the restrictive pathways might be more difficult, but no less critical to a safe and secure solution. Thus, we would urge that a new or rehabilitated facility be designed such that the three security levels are well developed, as shown and related.

- **Site/Parking**

While this study is able to clearly delineate the special Space Needs and features of a facility that will permit the agency to grow and improve operations; little can be shared or know regarding site development, and/or future growth potential. From the original Request for Proposal we note that any new facility will be required to incorporate 50 designated parking spaces and that parking capacity is critical to optimal operations. As response, we recommend that adequate parking capacity be a **mandated** feature of any future solutions offered.

- **Future Growth**

Similarly, in that any and all agencies may experience the need for **growth** at some future time; we recommend a solution that provides a site selection which allows expansion capacity for both structure and parking. While growth may be many years out, and beyond our influence; an adequately sized site that provides the ability to expand comfortably is a much desired feature.

- **Scope**

In summary, we have made every attempt to bring about a good "fit" to the space needs requested and required. We have observed that neither staff nor leadership has requested space or function beyond that which is considered necessary and appropriate. On the other hand, by working with staff, multi-use of various spaces has been achieved. In some instances spaces have been cut or combined with other, thus allowing a more efficient and economical solution. The starting point for an effective new design will be in the range of 12,850 sf +/-.

While our assignment has been limited to Space Needs Analysis, we trust that the research and exhibits provided in this report will provide a solid basis for a well conceived future project. By inclusion of the Relationship of Spaces, we make every attempt to find and address a good flow and efficiency to the spaces designated.

We appreciate the opportunity to be of service, and look forward to the next steps of development for the Greenville/Emporia Department of Social Services.

## **Exhibits**

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- A. **Original Request For Proposal**
- B. **Space Standards for Commonwealth of Virginia Office Spaces**
- C. **Space Planning Policy and Procedures Commonwealth of Virginia Department Agencies and Institutions**
- D. **Space Planning Workshop for State Agencies, Departments and Institutions**
- E. **VDSS / Financial Guidelines Manual**
- F. **DSS / Internal Inspection Report**
- G. **Commercial Lease Agreement**

## Exhibit A

Original Request For Proposal

Baxter Bailey & Associates  
March 3, 2015

**Greenville/Emporia Department of Social Services**

**Request for Proposals**

*RFP: G/E DSS Building/Offices*

**Issue Date:** April 1, 2013  
**Title:** Lease of Space (Greenville/Emporia)  
**Issuing Agency:** Greenville/Emporia Department of Social Services  
1748 East Atlantic Street  
Emporia, VA, 23847

**Using Agency and/or Location Where Work Will Be Performed:**  
Greenville/Emporia Department of Social Services, Greenville County, City of Emporia, VA

**Initial Period of Contract:** From Date of Award through Completion of Project

**Renewals:** Not applicable (Lease to follow)

**Sealed Proposals Will Be Received Until** 5:00 p.m. July 15<sup>th</sup>, 2013.

**All Inquiries for Information Should Be Directed To:**  
John Holtkamp  
434.634.6576  
John.Holtkamp@dss.virginia.gov

**Hand Delivered or mailed proposals shall be sent directly to the Issuing Agency:**  
Greenville/Emporia Department of Social Services  
1748 East Atlantic Street  
Emporia, VA, 23847

**Proposals shall be sent to the attention of:**  
John Holtkamp, Director,  
Greenville/Emporia Department of Social Services.

**Emailed proposals shall not be accepted.**

In Compliance With This Request for Proposals And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish the Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

**Name and Address of Firm:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Zip Code:** \_\_\_\_\_  
**FEI/FIN NO.** \_\_\_\_\_

**By:** \_\_\_\_\_  
*(Signature in Ink)*  
**Name:** \_\_\_\_\_  
*(Please Print)*  
**Title:** \_\_\_\_\_  
**Tel. No.:** ( \_\_\_\_\_ ) \_\_\_\_\_  
**Date:** \_\_\_\_\_

# Greensville/Emporia Department of Social Services

## Request for Proposals

*RFP: G/E DSS Building/Offices*

### 1.0 OVERVIEW

The Greensville/Emporia Department of Social Services (G/E DSS) is a public agency under the supervision of the Commonwealth of Virginia's Department of Social Services serving the County of Greensville and the City of Emporia. The Agency provides public welfare benefits to those qualified in need, including the Supplemental Nutrition Assistance Program (SNAP: i.e. food stamps), Medicaid eligibility determination, Temporary Assistance to Needy Families (TANF), Child Care Assistance and other 'Eligibility' programs. These programs are provided to more than 5,000 residents of the Greensville/Emporia community (approximately 30% of the total population). The Agency additionally provides protective and treatment services to children and their families and to vulnerable adults. These services are provided pursuant to Title 63.2 of the Code of Virginia (1950), as amended, relating to the Virginia Department of Social Services. G/E DSS is funded by Federal, State and local funds.

### 2.0 SCOPE OF SERVICES

**2.1 GENERAL:** The Greensville/Emporia Department of Social Services is soliciting proposals for the rental of office space to provide Social Services to clients in Greensville County and the City of Emporia, VA. The following is provided for use in submitting a proposal.

**2.2 CONCEPT:** The building to be broadly divided into three sections:

Lobby area able to comfortably seat 30 people and include:

- o 'Common Help' Client access Computer area and
- o Play area for children

Semi-secure area consisting of

- o Ten private Interview Rooms,
- o A Therapy/Visitation Room with Observation area,
- o A larger meeting room for training and information meetings that would hold at least 30 people.

Secure work area for Agency staff

- o Five private offices
- o A total of at least 28 work stations (cubicles)
- o Board/Community Meeting Room
- o Break Room with Kitchen facilities, table
- o Copier, Paperwork/Mail handling work area
- o Staff/Community Meeting/Training Room that would hold at least 30 people.

Additional needs:

- o Secure, worker accessible file, supply, form storage
- o Rest Rooms (Six)
  - In Lobby area,

# Greenville/Emporia Department of Social Services

## Request for Proposals

*RFP: G/E DSS Building/Offices*

- Semi-secure area and
- In 'Secure' area.
- Miscellaneous
  - Security Cameras
  - Locking front reception window
  - Panic buttons
  - Alarm systems
  - Motion Detector lights
  - Capacity for Power Point and closed circuit A/V transmissions in the Lobby, Semi-Secure and Secure areas of the Building.

**2.3 EXPECTATION:** Social Services buildings allow for a minimum of 200 square feet per worker for the work areas (excluding the Lobby area). The Agency currently has 31 employees. A minimum of a 6,000 square foot space shall be necessary. Future needs may involve additional staff and storage, greater staff/client interaction area, more client 'work' areas (Common Help, Independent Living, etc).

Guidelines from the Virginia Department of Social Services (*Space Standards for Commonwealth of Virginia Office Space*) and the Virginia Department of General Services (*Space Planning Policy and Procedures: For Commonwealth of Virginia Departments, Agencies and Institutions*) shall be complied with and are available from the Issuing Agency with this Request for Proposals (Greenville/Emporia Department of Social Services).

**2.4 ADDITIONAL REQUIREMENTS:** These items will need to be considered.

- ✓ Category 6 computer wiring
- ✓ Handicap accessibility throughout to include bathrooms and entrances
- ✓ Shared building to include lawn maintenance, parking lot maintenance, and snow removal. In a "*build to suit*" building, these items can be negotiated.
- ✓ Parking to accommodate a minimum of 50 vehicles to include handicap parking spaces clearly marked
- ✓ All bathrooms to be equipped with paper towel racks, toilet paper holders and soap dispensers (commercial)
- ✓ All offices to have a minimum of one phone jack/one computer jack
- ✓ Water fountain as required by current code
- ✓ Adequate outside lighting around the building and parking area

The tenant shall provide the following:

- ✓ Janitorial services
- ✓ Payment of utilities to include water, electric, gas, phone
- ✓ Phone system
- ✓ Signage
- ✓ Insurance on contents

**2.5 CURRENT SETTING:** The Greenville/Emporia Department of Social Services is

## Greenville/Emporia Department of Social Services

### Request for Proposals

*RFP: G/E DSS Building/Offices*

currently housed at 1748 East Atlantic Street in Emporia, VA in a one story brick building. The current lease expires June 30, 2013. The rent is currently paid at the beginning of each month. The current lease is on a year to year basis. The current lease states that the tenant is responsible for any repairs up to \$2,000.00 per incident, capped at \$4,000.00 per lease year.

### **3.0 PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:**

**3.1 REQUEST FOR PROPOSAL RESPONSE:** In order to be considered for selection, Offerors must submit a complete response to this Request for Proposal. One (1) original and four (4) copies must be submitted to the G/E DSS. No other distribution of the proposal shall be made by the Offeror.

#### **3.2 PROPOSAL PREPARATION:**

**3.2.1** Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted. Failure to submit all information requested may result in the G/E DSS requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

**3.2.2** Proposals should be prepared simply and economically, providing a straightforward concise description of capabilities to satisfy the requirements of the Request for Proposal. Emphasis should be placed on completeness and clarity of content.

**3.2.3** Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub number and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub number should be cross repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

**3.2.4** Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

## Greenville/Emporia Department of Social Services

### Request for Proposals

*RFP: G/E DSS Building/Offices*

3.2.5 Ownership of all data, materials and documentation originated and prepared for the G/E DSS pursuant to the Request for Proposal shall belong exclusively to the G/E DSS and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of Section 11-52D of the Code of Virginia, in writing, either before or at the time of the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must be indicated on the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.

**3.3 ORAL PRESENTATION:** Offerors who submit a proposal in response to this Request for Proposal may be required to give an oral presentation of their proposal to the G/E DSS. This will provide an opportunity for the Offeror to clarify or elaborate on this proposal. This is a fact finding and explanation session only and does not include negotiation. The issuing agency will schedule the time and location of these presentations. Oral presentations are an option of the issuing agency and may or may not be conducted.

**3.4 SPECIFIC PROPOSAL REQUIREMENTS:** Proposals should be as thorough and detailed as possible so that the G/E DSS may properly evaluate capabilities to provide the required services. Offerors are required to submit the following as a complete proposal:

- 3.4.1 The return of the Request for Proposal, cover sheet and addenda, if any, signed and filled out as required.
- 3.4.2 Complete Data Sheet (Attachment A)
- 3.4.3 Specific plans for providing the proposal services including a Commitment summary to provide services as described.

Proposals shall include any additional information regarding any limitations, exceptions, exclusions or services, and a description of any assumptions made not herein addressed.

**3.5 IDENTIFICATION OF PROPOSAL ENVELOPE:** The proposal shall be identified in the following manner:

**SEALED PROPOSAL**

**Leased Space**

**RFP: G/E DSS Building/Offices**

**Offeror's Name:**

Proposals should be sent to the attention of John Holtkamp, Director, G/E DSS.

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**3.6 LATE PROPOSALS:** To be considered for selection, proposals must be received by the G/E DSS by the designated date and hour. Proposals received in the G/E DSS office after the date and hour designated are automatically disqualified and will not be considered. The G/E DSS is not responsible for delays in the delivery of mail by the U. S. Postal Service or private couriers. It is the sole responsibility of the Offeror to insure that their proposal reaches the G/E DSS office by the designated date and hour. Receipt of proposals scheduled during a period of suspended G/E DSS business operations will be rescheduled for procession at the same time on the next regular business day.

### **4.0 EVALUATION CRITERIA AND AWARD:**

**4.1 EVALUATION CRITERIA:** Each proposal will be evaluated by the G/E DSS using the following criteria:

- 4.1.1 Experience and qualifications of the Contractor and any additional staff, if applicable, to provide requested services.
- 4.1.2 Proximity of location of facility to consumer base.
- 4.1.3 Ability of Contractor to provide space as requested, layout design and square footage requirements.
- 4.1.4 Price

**4.2 AWARD OF CONTRACT:** The G/E DSS may engage in individual discussions with one or more Offerors deemed fully qualified, responsible and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required services. Repetitive informal interviews shall be permissible. Such Offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposal project, as well as alternative concepts. At the discussion stage, the G/E DSS may discuss nonbinding estimates of total project costs, including, but not limited to, life cycle costing and where appropriate, nonbinding estimates of price for services. Proprietary information from competing Offerors shall not be disclosed not the public or to the competitors. At the conclusion of the informal interviews, on the basis of evaluation factors published in the Request for Proposals and all information developed in the selection process on whose professional qualifications and proposed services are deemed most meritorious. Negotiations shall then be conducted, beginning with the Offeror ranked first. If a contract satisfactory and advantageous to the G/E DSS can be negotiated at a price considered fair and reasonable, the award shall be made to that Offeror. Otherwise, negotiations with the Offeror ranked first shall be formally terminated and negotiations begin with the Offeror ranked second, and so on, until such a contract can be negotiated a fair and reasonable price. Should the G/E DSS determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified and suitable

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than the others under consideration, a contract may be negotiated and awarded to that Offeror. If one Offeror cannot provide the total services requested, the G/E DSS reserves the right to make a multi-award of this solicitation.

#### 5.0 GENERAL TERMS AND CONDITIONS:

**5.1 VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any revisions thereto, which are hereby incorporated into this contract in their entirety.

**5.2 APPLICABLE LAWS AND COURTS:** This request and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia. Any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.

**5.3 ANTI-DISCRIMINATION:** By submitting their bids, bidders certify that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the American with Disabilities Act and 11-51 of the *Virginia Public Procurement Act*. The provisions below (1 & 2) apply with every contract in excess of \$10,000:

1. During the performance of this contract, the contractors agrees as follows:
  - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or disabilities, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractors are an equal opportunity employer.
  - c. Notices, advertisements, and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provisions outlined above in # 1 in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

**5.4 ETHICS IN PUBLIC CONTRACTING:** By submitting their offers, Offerors certify that their offers are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer or subcontractor in connection with their bid and that they have not conferred on any public employee having official responsibility for

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this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

**5.5 IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By submitting their offers; Offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provision of the federal Immigration Reform and Control Act of 1986.

**5.6 DEBARMENT STATUS:** By submitting their offers, Offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

**5.7 ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the G/E DSS all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the G/E DSS under said contract.

**5.8 MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR RFPs:** Failure to submit a proposal on the official state form provided for that purpose shall be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the G/E DSS reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

**5.9 CLARIFICATION OF TERMS:** If any prospective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should contact the John Holtkamp, G/E DSS Director no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by Mr. John Holtkamp, Director.

#### **5.10 PAYMENT:**

##### **1. To Prime Contractor:**

a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show contract number and/or purchase order number, social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships and corporations).

b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at

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the contract price, regardless of which public agency is being billed.

d. The following shall be deemed to be the date of payment, the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

e. Unreasonable Charges. Under certain emergency procurement and for most time and material purchase, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the G/E DSS shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia 11-69*).

#### 2. To Subcontractors:

a. A contractor awarded a contract under this solicitation is hereby obligated:

(1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the G/E DSS for the proportionate share of the payment received for work performed the subcontractor(s) under the contract; or

(2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

b. The Contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contract that remain unpaid seven (7) days following receipt of payment from the G/E DSS, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the G/E DSS.

**5.11 PRECEDENCE OF TERMS:** Paragraphs A-J of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions apply.

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**5.12 QUALIFICATIONS OF OFFERORS:** The G/E DSS may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the G/E DSS all such information and data for this purpose as may be requested. The G/E DSS reserves the right to inspect Offeror physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. The G/E DSS further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the G/E DSS that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

**5.13 TESTING AND INSPECTION:** The G/E DSS reserves the right to conduct any test or inspection it deems advisable to assure goods and services conform to specifications.

**5.14 ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or part without the written consent of the G/E DSS.

**5.15 CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:

1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.

2. The G/E DSS may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the G/E DSS a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
- b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the G/E DSS' right to audit the contractor's records and/or to determine the correct number of units independently; or
- c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the G/E DSS with all vouchers and records of expenses incurred and savings realized. The G/E DSS shall have the right to audit the records of the contractor as it deems

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necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the G/E DSS within thirty (30) days from the date of receipt of the written order from the G/E DSS. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the G/E DSS or with the performance of the contract generally.

**5.16 DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the G/E DSS, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the G/E DSS may have.

## **6.0 SPECIAL TERMS AND CONDITIONS:**

**6.1 ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this bid, no indication of such sales or services to G/E DSS will be used in product literature or advertising. The contractor shall not state in any of its advertising or product literature that the G/E DSS or any agency or institution of the G/E DSS has purchased or uses its products or services.

**6.2 AUDIT:** The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. G/E DSS, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.

**6.3 AVAILABILITY OF FUNDS:** It is understood and agreed between the parties that G/E DSS shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

**6.4 DRUG FREE WORKPLACE:** The contractor acknowledges and certifies that it understands that the following acts by the contractor, its employees, and/or agents performing services on state or county property are prohibited:

- a. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and
- b. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).

The contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the G/E DSS in addition to any criminal penalties that may result from such conduct.

**6.5 INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold

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harmless the G/E DSS, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment or any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided such liability is not attributable to the sole negligence of G/E DSS or to failure of G/E DSS to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods, or equipment delivered.

#### **6.6 MINORITY/WOMEN OWNED BUSINESSES SUBCONTRACTING AND REPORTING:**

When it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such business to minority and/or women owned businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the G/E DSS the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.

**6.7 HUMAN RIGHTS POLICY:** The contractor shall comply with and adopt the Community Human Rights Regulations promulgated in 1997 and has been approved by the State Human Rights Committee.

**6.8 CRIMINAL CONVICTIONS:** By submitting their bids, bidders certify that they and their employees that will be performing services under this contract are free of any criminal conviction that indicates a behavior that may pose a risk or threat to the G/E DSS. Verification of certification shall be made available to the G/E DSS upon request within ten (10) working days.

**6.9 REJECTION OF PROPOSALS:** The G/E DSS reserves the right to reject any and all proposals when such rejection is in the best interest of the G/E DSS, and to reject the proposal of an Offeror who is not in a position to perform the contract.

**6.10 OWNERSHIP OF DOCUMENTS:** Any reports, studies, photographs, negatives, or other documents prepared by the Contractor in the performance of its obligation under this contract shall be remitted to the G/E DSS. Contractor shall not use, willingly allow or cause to have such materials used for any purpose other than performance of Contractor's obligation under this contract without prior written consent of G/E DSS.

**6.11 CONFIDENTIALITY:** The Contractor assures that information and data obtained as to personal facts and circumstances related to consumers will be collected and held confidential, during and following the term of this agreements, and will not be divulged without the individual's and the G/E DSS' written consent. Any information to be disclosed, except to the G/E DSS, must be in summary, statistical, or other form which does not identify particular individuals.

**6.12 DISPUTES:** Disputes shall be communicated between Contractors's assigned coordinator and assigned G/E DSS official, who will negotiate resolution of

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dispute. If the condition is not corrected, the coordinator and official shall meet with the G/E DSS's Director who will negotiate resolution of the dispute. If the condition is not corrected at the above level, a meeting shall be scheduled with the G/E DSS Board President or their designee by the G/E DSS Director, including all interested parties. The decision of the G/E DSS Board President shall be final.

**6.13 CANCELLATION OF CONTRACT:** The G/E DSS reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

**6.14 PROPOSAL ACCEPTANCE PERIOD:** Any proposal resulting from this solicitation shall be valid for ninety (90) days. At the end of the 90 days the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

**6.15 SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the G/E DSS. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the G/E DSS the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by their subcontractor(s) and shall assure compliance with all requirements of the contract.

## **7.0 VENDOR DATA SHEET:**

See attachment 1

## Exhibit B

Space Standards for Commonwealth  
of Virginia Office Spaces

Baxter Bailey & Associates  
March 3, 2015

## Space Standards for Commonwealth of Virginia Office Space.

The Commonwealth of Virginia establishes space standards as a method for effective and efficient management of real estate. The space standard focuses on office space used for customary office functions including individual work space, conference rooms, file space, circulation, lobbies and like spaces. It does not apply to special-use space that includes areas needed for an agency's specific mission not customarily found in an office setting. Some examples of special-use space are medical examination rooms, holding cells, laboratory space and public hearing rooms.

The standards serve three primary purposes:

- 1) provide an objective that each agency is expected to achieve on average.
- 2) guide the allocation of space, so that only the appropriate amount is leased, constructed or assigned to a particular activity.
- 3) guide the design process, assuring that space is efficiently laid-out.

The standard is expressed as the number of Useable Square Feet (USF) per Full Time Equivalent (FTE) head count. The space standard is supplemented by the Office Space Questionnaire (OSQ), a work sheet that includes such details as the size of individual offices, cubicles, conference rooms etc.

The space standard has been revised several times in recent years as a result of changes in technology, building design, furniture design and the need to reduce costs. For five years the objective has been to occupy space at an average of 205 USF / FTE or less. The standard is applied to every facility with the recognition that some older or small facilities are less efficient therefore requiring exceptions.

Over the last four years the average for all new leased office space designs have been consistently less than the 205 USF/FTE standard.

As a result of this success and the need to further reduce facility occupancy costs, the space standard is being revised to 198 USF/FTE effective immediately.

The intent of this new standard is to create a challenging but achievable goal. Efficiencies can be gained through innovative work space solutions such as a reduction in the on-site storage of paper records, improved house keeping eliminating clutter and obsolete equipment storage, flexible work environments that require smaller work stations, the sharing of infrequently used rooms between organizations and most significantly the elimination of vacant space.

Experience over the last four years demonstrates that careful space planning can reduce the amount of space needed while improving comfort and efficiency of the

office. The most tangible immediate benefit will be reduction in rent and operating expenses associated with the facilities we occupy.

If there are any questions, please contact your assigned Transaction Manager in the Division of Real Estate Services.

## Exhibit C

Space Planning Policy and Procedures  
Commonwealth of Virginia Departments, Agencies  
and Institutions

## SPACE PLANNING POLICY AND PROCEDURES

For Commonwealth of Virginia Departments, Agencies and Institutions

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1. **PURPOSE:** This policy provides guidelines and procedures for analyzing tenant needs and determining building space requirements for state departments, agencies and institutions seeking leased facilities. The policy replaces Section 5 and Appendices C and I of the *Real Property Management Manual, Chapter One: Acquisition by Lease* dated December 15, 1993. This revision updates the space guidelines to support current practices designed to reduce the amount of space leased by state agencies. In particular, the 1993 guidelines allowed a maximum of 250 square feet per person, whereas the guidelines issued herein allow a maximum of 210 square feet per person.
2. **AUTHORITY:** Virginia Code §2.2-1149 and §4-5.07 of Chapter 4, 2004 Acts of the Virginia General Assembly (Appropriation Act) and subsequent Acts.
3. **RESCINDED POLICIES:** Section 5 and Appendices C and I of the *Real Property Management Manual, Chapter One: Acquisition by Lease* dated December 15, 1993.
4. **EFFECTIVE DATE:** June 1, 2006
5. **POLICY ADMINISTRATION:** This Policy is administered by the Division of Real Estate Services of the Department of General Services (DRES). Required documents and materials should be submitted to DRES at the following address:

Division of Real Estate Services  
1111 East Broad Street, 7<sup>th</sup> Floor  
Richmond, Virginia 23219  
Telephone: (804) 225-3874  
FAX: (804) 225-4673

6. **APPLICABILITY:** Departments, agencies and institutions of the Commonwealth shall follow these guidelines in the acquisition of leased building space.
7. **DEFINITIONS:**

**Agency:** Any department, agency or institution of the Commonwealth of Virginia subject to Va. Code §2.2-1149.

**DGS:** The Department of General Services

**DRES:** The Division of Real Estate Services, a division of the Department of General Services.

*Standard Method for Measuring Floor Area in Office Buildings, ANSI/BOMA Z65.1-1996* – Standards adopted jointly by the American National Standards Institute and the Building and Owners Managers Association to provide a method of measuring building floor space that is commonly understood by landlords and tenants. The standards specify

## SPACE PLANNING POLICY AND PROCEDURES

For Commonwealth of Virginia Departments, Agencies and Institutions

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how space is to be measured (e.g., from the inside face of a wall, the outside face or the center) and it distinguishes between space under the control of tenants and other space the tenants require in common.

- Usable Space generally describes the space under the control of the tenant such as offices and circulation space among offices. Restrooms that are under the control of the tenant may be included. Typically referred to as usable square feet or USF.
- Rentable Space generally describes the entire space enclosed within a building, less any vertical floor penetrations (such as elevator shafts and stairwells). Tenants pay a pro rata share of the common use spaces that include such areas as entryways and lobbies, hallways, elevator lobbies, mechanical rooms, and common use restrooms. Typically referred to as rentable square feet or RSF, this is the space on which tenants pay rent.

Landlords often predetermine the ratio of usable space to rentable space, expressed as a percentage and sometimes called a "core factor". The area leased by a tenant is increased by the core factor to convert from usable square feet to rentable square feet.

### 8. POLICY:

Virginia Code §2.2-1149 provides that no state department, agency or institution shall acquire real property by gift, lease, purchase or any other means without following the guidelines adopted by the Department of General Services and obtaining the prior approval of the Governor. Section 4-5.07 of the current Appropriation Act (See Appendix B) provides that Agencies shall not acquire property by lease until the Agency certifies to the Director of the Department of General Services that the volume of space conforms to space planning procedures developed by the Department of General Services and approved by the Governor. The space planning procedures are provided herein.

The Space Guidelines set forth in Appendix A are provided to assist Agencies in determining floor space needs. The allowable usable square footage set forth in the Space Guidelines are the maximum allowed and do not constitute an upward goal to be achieved. Agencies shall prepare the Office Space Questionnaire (OSQ) to provide for the most efficient use of space that fulfills program needs, with the goal of minimizing the amount of floor space. The aggregate space **shall not exceed 210 usable square feet (USF)** per authorized FTE without approval of the Division of Real Estate Services (DRES). *Exceptions to these guidelines will be considered only with adequate justification from the user agency.*

As new transactions are contemplated for any reason, including lease expiration, establishment of new programs or relocation of current programs, DRES will work with Agencies to, 1) identify the space requirements of the specific Agency program(s) to be housed; 2) determine how the space will be procured, including whether to utilize tenant brokerage services; and, (3) determine whether to utilize independent space planning services.

## SPACE PLANNING POLICY AND PROCEDURES

For Commonwealth of Virginia Departments, Agencies and Institutions

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The Space Guidelines presented in Appendix A, establishing the amount of usable space allowed for particular functions, are incorporated into the Space Planning Policy and Procedures. Agencies shall adhere to these procedures for all new leases, for renewal of existing leases and for adding space in existing leased facilities. In instances where an Agency occupies and wishes to remain in non-conforming space, DRES will work with the Agency to determine the feasibility and impact of remaining in the existing space, reconfiguring the space, or relocating.

Actual leased areas will differ from the amounts determined through the OSQ due to the difference between usable and rentable area and the fact that floor configurations of existing buildings typically are not sized to perfectly accommodate user space needs. However, it is imperative for Agencies to select space that most closely conforms to the Space Guidelines while meeting the Agency's needs at the most competitive cost. Build to suit facilities should be constructed to accommodate the Space Guidelines to the extent possible.

## Space Guidelines for State Agencies Leasing Real Estate

Appendix A

The following guidelines are to be used when preparing an Office Space Questionnaire (OSQ) for leased space. A blank OSQ Template (Form Number DGS-50-505) in Microsoft Excel format can be found on the DRES website.

[http://forms.dgs.virginia.gov/eo51/dgs\\_formdetails.asp?record=DGS-50-505](http://forms.dgs.virginia.gov/eo51/dgs_formdetails.asp?record=DGS-50-505)

Your DRES contact can assist with questions concerning these guidelines and the OSQ template.

OFFICE SPACE	MAXIMUM AREA (Usable Sq. Feet)	
<b>1. PERSONNEL SPACE</b>	Private	Open
Agency or Department Director (position must require confirmation by the General Assembly)	196	
Agency or Department Director	150	
Asst. Director and Confidential Staff	120	
Professional Staff Supervisor		96
Professional Staff and Support Admin. Supervisor		64
Contractors/Auditors		48
Field Staff, Floating Staff, Receptionist and Support Admin.		48
<ul style="list-style-type: none"> <li>▪ Agencies requesting private offices for Confidential Staff must submit a description of the position and explain why private office space is needed.</li> <li>▪ Field office personnel who are routinely out of the office 50% or more of the normal work week shall be restricted to open workstation space and may be considered as ½ of an FTE position for the purposes of determining office space requirements. Exceptions may be considered by DRES with appropriate justification of the nature of the position.</li> <li>▪ Personnel who "float" between locations shall not be considered more than ½ of an FTE at any location where they occupy space.</li> </ul>		
<b>2. SUPPORT SPACE</b>	MAXIMUM AREA (Usable Sq. Feet)	
A. RECEPTION AREAS (excluding receptionist) - 1-5 visitors (peak*)	144	
Over 5 Visitors add (per additional visitor, peak*)	10	
B. CONFERENCE ROOMS (per chair, peak*) – First 10	25	
Plus sq. feet for each person over 10	15	
* Peak is defined as the highest number of users at any one time on a frequent (typically 4 to 5 times per week) basis during a weekly period		
C. FURNITURE/EQUIPMENT (Except in personal offices)		
Copier (freestanding)	25	
Copy Room (including copier)	80	
Plan/Flat File	25	

Continued on Next Page

**Space Guidelines for State Agencies  
Leasing Real Estate**

Appendix A

2. SUPPORT SPACE (continued)	MAXIMUM AREA (Usable Sq. Feet)
Lateral File (typically 30", 36", or 42" wide, 13 3/4", 16 1/2" or 19 1/4" deep)	10
Vertical File (letter) (typically 15" wide by 25", 26 1/2", or 28 1/2" deep)	7
Vertical File (legal) (typically 18 1/4" wide by 25", 26 1/2", or 28 1/2" deep)	8
Fax Machine	10
Scanning Station (w/ chair)	24
<ul style="list-style-type: none"> <li>▪ In planning for file rooms, all agencies are required to comply with records retention requirements established by the Library of Virginia.</li> <li>▪ For filing needs not listed above (such as high density systems or use of shelving for file rooms, indicate the appropriate information on the OSQ for review by DRES.</li> </ul>	
<b>D. LOUNGE/BREAKROOMS</b>	
Standard kitchen equipment	60
Seating (Per chair, as determined below)	15
<ul style="list-style-type: none"> <li>▪ Lounge/Breakrooms should be requested when there is a demonstrated need, such as a location where no building facilities or local facilities are available.</li> <li>▪ To determine seating space, use 20% of the FTE, times 15 SF, plus 60 SF for equipment (example: 24.5 FTE * 20% = 4.9 * 15 SF = 73.5 SF + 60 SF = 134 SF rounded).</li> </ul>	
<b>E. OTHER SUPPORT SPACE NOT LISTED ABOVE</b>	
<ul style="list-style-type: none"> <li>▪ This includes general storage areas, computer room, restroom facilities (if exclusive to the Agency's space requirement), or other unique spaces.</li> <li>▪ Submit detailed information on the space requirement and how the size was determined.</li> </ul>	As approved by DRES
3. "SPECIAL" SPACE REQUIREMENTS	MAXIMUM AREA (Usable Sq. Feet)
<b>A. INTERVIEW AREAS</b>	80
<b>B. TESTING, TRAINING OR HEARING ROOMS (per chair, peak)</b>	
Seminar Seating	15
Auditorium Seating	10
<b>C. EXAMINING/MEDICAL ROOMS</b>	100
<b>D. OTHER "SPECIAL" SPACE TYPES NOT LISTED ABOVE</b>	
<ul style="list-style-type: none"> <li>▪ This includes specific client service areas, urinalysis or blood screening areas, courtrooms, client "holding rooms," or other spaces that are considered unique to the Agency's program.</li> <li>▪ Submit detailed information on the space requirement and how the size was determined.</li> <li>▪ DRES has identified certain agencies and institutions having special space requirements that may cause the overall USF to exceed the 210 USF/FTE standards. DRES recognizes that additional special space requirements may be identified and considered as programs grow and change over time. We encourage agencies and institutions to work with DRES to identify and justify any new special space needs so that the appropriate course of action can be determined.</li> </ul>	As approved by DRES

**Space Guidelines for State Agencies  
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<p><b>4. CIRCULATION</b> (to compute total Usable Square Feet)  <u>Unless otherwise directed by DRES:</u></p> <ul style="list-style-type: none"> <li>• If the # of private offices is &gt; the # of open/modular workstation spaces, add 30% to the total of all Personnel, Support and Special space for circulation. OR</li> <li>• If the # of private offices is &lt; the # of open/modular workstation spaces, add 35% the total of all Personnel, Support and Special space for circulation.</li> </ul> <p><b>NOTE: THE AGGREGATE USABLE SQUARE FEET (USF) SHALL NOT EXCEED 210 USF PER FTE WITHOUT THE PRIOR APPROVAL OF DRES.</b></p>	
<p><b>5. WAREHOUSE/STORAGE, RETAIL, SERVICE (I.E., DMV BRANCHES, RESIDENTIAL, LAND AND OTHER TYPES OF SPACE NOT LISTED)</b></p>	
<p><i>An OSQ may not be required if the Agency submits appropriate documentation of the space need, including a detailed description of the space required and its contemplated use.</i></p>	<p>As approved by DRES</p>

**Additional Information:**

The following additional information shall be considered as applicable to assist in determining how to provide for various functions within your Agency's offices. Consider the Agency's functionality preferences and/or problems with current space.

**Conference room(s)** - Describe how conference rooms are used the majority of the time in the office. Conference rooms are not typically sized for full staff meetings. Indicate if audio visual equipment and/or storage space is needed, or other amenities needed for the particular use(s) of the room. Completion of the table below will assist in determining how the room should be sized.

Hours Used/Wk	4-10 People Present	11-15 People Present	16-20 People Present	20+ People Present
1-5				
6-10				
11- 20				
21-30				
30+				

**Reception Area** - Define typical use, peak occupancy and frequency of use per week at peak occupancy. "Peak" is defined as the highest number of users at any one time on a frequent (typically 4 to 5 times per week) basis during a weekly period.

**Storage Area(s)** - List the types of items stored (such as paper storage, office supplies, surplus computers/furniture, etc.). If state surplus property is being stored, please indicate how often it is purged.

**File Storage** - File storage is an area where Agencies may be able to save money by evaluating their filing practices. High density storage options and/or purging records on a regular basis may significantly reduce the amount of real estate needed over time. Filing cabinets contained in

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Appendix A

Private and Open Personnel space are not considered as a separate space requirement and are accommodated in the Personnel Space USF amounts in #1 above.

**Security Needs** - List the types of security provisions required for the office, such as card entry for personnel, secured room(s), specific construction (and/or wiring) requirements between clients and personnel, etc.

**Work Unit Adjacencies** - If there are work units that are best placed adjacent to each other, this should be included in the OSQ. Include the priority, if necessary.

§4-5.07 LEASE PAYMENTS

- a. Agencies shall not acquire real property by lease until the agency certifies to the Director, Department of General Services, that (i) funds are available within the agency's appropriations made by this act for the cost of the lease and (ii) the volume of leased space conforms with the space planning procedures for leased facilities developed by the Department of General Services and approved by the Governor. The Department of General Service shall report to the Chairmen of the Senate Finance Committee and House Appropriations Committee by September 1 of each year on real property leases that are in effect for the current year, the agency executing the lease, the amount of space leased, and the cost of the annual lease.
  
- b. Agencies acquiring personal property in accordance with §2.2-2417, Code of Virginia, shall certify to the State Treasurer that funds are available within the agency's appropriations made by this act for the cost of the lease.

### **Why do I need to prepare an OSQ?**

Preparation of the OSQ is an integral part of the space planning procedures established in compliance with state law. However, this is also the Agency's opportunity to determine whether its program is being adequately served in the existing leased space and if any cost savings can be realized by reconfiguring the space, downsizing, or relocating to new space.

### **Why did the space standards change?**

The revised guidelines grew out of a study commissioned by DGS. The research indicated that the federal government, many other state governments and the private sector provide for 150-200 USF per employee. The DGS standard was reduced to 210 USF/FTE from 250 USF/FTE to reflect these trends. The new Space Guidelines promote efficiency and flexibility in space planning so that the programmatic goals of the Agencies can be met with the least amount of fixed occupancy costs.

### **What if the Agency occupies space that was built out under old space guidelines?**

You will be asked to submit a new OSQ with the current (funded) staffing levels. If possible, DRES will tour the occupied space or may ask for photographs. DRES will consider 1) whether programmatic needs are being adequately met in the occupied space; 2) if any improvements and/or reconfigurations could be made; and 3) what the cost/benefit would be of any physical changes to the space.

The new Space Guidelines are part of the Governor's Real Estate Initiative, established in Executive Order 75, and therefore an analysis of the currently occupied space versus what would be necessary under the new space standard (210 USF/FTE) is an important part of the real estate strategy determination.

**Our Agency provides a number of different client programs at this leased location and we believe our space needs are special and should be treated differently than administrative agencies. Does DRES consider this?**

Yes, we continually assess Agencies' space needs and rely heavily on the Agency to provide the information needed to make this determination. In order to provide your Agency with good customer service, we require your help in understanding your Agency's unique business processes and client needs.

### **How do I fill out the OSQ?**

The OSQ format is an Excel spreadsheet and already contains many formulas. Begin with the currently funded personnel in the facility to be accommodated and be sure to note the % of time they are in the office. If a full-time employee "floats" between offices, the amount of time in the subject facility should be noted along with the locations of the other facilities where he or she works.

Determine the support spaces that are needed at the facility. Your Agency's DRES contact is available to assist in this process. Return the OSQ to your DRES contact electronically for review.

**If DRES does not approve the OSQ as submitted, is there an appeal process?**

If there is additional information that can be submitted to further support the original request, send it to the DRES contact and it will be considered at the appropriate level.

**Can our Agency provide for future growth in the OSQ?**

If the Agency has specific instances where there is a reasonable assurance that a particular program will grow and the lease procurement cycle has begun (or will soon begin), then you may add a separate category to the OSQ and provide your justification for a growth area to DRES for review. This would include instances where your Agency has made specific funding requests for new FTE and/or new programs in a particular location. DRES will consider the request and work with you to resolve space issues in these instances.

Providing for a non-specific "future growth" area in new leases is not recommended. DRES encourages Agencies to plan for expansions through additional space options with landlords (right of first refusal on adjacent space) and by providing for unique and flexible space planning (e.g., modular units whenever possible).

## Exhibit D

Space Planning Workshop for State Agencies,  
Departments and Institutions

Baxter Bailey & Associates  
March 3, 2015

Agency:

Location:

The following questionnaire has been developed to assist agencies assess all of the space needs for a leased facility that will serve their public programs. Please take the time to carefully fill in all of the requested information so that DRES can effectively begin planning to acquire your agency's space and provide for the design.

If you have questions filling out this form, contact your agency's Transaction Manager (TM) or email DRES-[info@dgs.virginia.gov](mailto:info@dgs.virginia.gov).

Provide a brief description of the function of this office (program):

Describe the geographical requirements for the program (include boundaries, zip codes, service area, etc.):

What do you like about your current facility that you would like in a new facility?

What do you dislike about your current facility?

Space Planning Worksheet for State Agencies, Departments and Institutions

Hours of operation	Y/N	Provide additional comments in the cells below:
Normal business hours		
Evenings/Nights		
Weekends		
Weeknight overtime		
Weekend overtime		
Other:		
<b>Security Level</b>	<b>Y/N</b>	<b>Provide additional comments in the cells below or attach required specifications:</b>
Low - std. bldg. security		
Medium - verification required before admittance		
High - space restricted to office personnel		
Security required for confidential activities		
Security required for confidential materials/documents		
Special security devices are required (cameras, alarms, etc.)		
Other:		
<b>Types and Frequency of Visitors</b>	<b># Persons per Day</b>	<b>Provide additional comments in the cells below:</b>
In-house visitors per week		
Outside vendors or contractors per week		
Customers/clients per week		
Messengers/delivery persons per week		
Scheduled training per week		



Space Planning Worksheet for State Agencies, Departments and Institutions

Meeting or Training Facilities (for staff, clients)	Estimate the number of meetings below						Provide notes regarding need(s) for conference or auditorium seating, adjacency requirements (reference to groups identified in previous section), equipment needs, security, whiteboards, projection, lighting, videoconf., etc.
	times used per day	# participants	times used per week	# participants	times used per month	# participants	
Small collaboration/teaming room (2-3)							
Small Meeting Room (cap. 4-6)							
Medium Meeting Room (cap. 8-12)							
Large Meeting Room (cap. 12-20)							
Training or Classrooms for Staff							
Training or Classrooms for Clients							
Other							

*Note: Provide an electronic or paper schedule of current conference space usage to DRES. The size of conference rooms will be determined based on how the Agency describes its functional use(s) in the OSQ. Conference facilities are not typically sized according to the number of staff. The provision of audio visual equipment and/or storage space should be considered, along with other amenities needed for the particular use(s) of the room.*

Space Planning Worksheet for State Agencies, Departments and Institutions

Auxiliary Space Types	# Needed	# People using (peak use)	Per unit of time	Adjacent to what work unit	Provide any information requested below or notes on any equipment specs, security requirements, etc. that your agency needs to provide for
Reception Area					Double click inside cell at the location you want to enter information.
Admin. Work Room (mail, sorting, etc.)					"Peak" is defined as the highest number of users at any one time on a frequent (typically 4 to 5 times per week) basis during a weekly period. Indicate # visitors at peak times:
Filing Area (excluding files in individual's workareas)					Note equipment, electrical service, etc., needed:
Office Supplies Storage					Agency evaluating new system? Type and # of existing cabinets?
Staff Breakroom					Retention/growth planning? High density system? Limited access? Security needed?
Printer					Non-standard size? Electrical requirements?
Copier(s)					Non-standard size? Electrical requirements?
Fax Machine(s)					size
shredder					size
postage machine					(examples: surplus property, A/V equipment, weapons, etc.)
Scanner (equip. and/or with computer station)					Identify items stored:
Special Storage Areas					Retention time:
Computer Server Room					What type security (if any) is needed?
Client Intake and Assessment Areas					Provide information VITA will need to service request:
Reference Library/Resource Room					Computer station needed? Bookshelves, shelving?
Private Interview Rooms					Equipment or telecommunications cabling needed?
Client Testing Rooms (proficiency testing, etc.)					Housing specialized equipment? Extra electrical or telecommunications cabling needs?
Rest Room Facilities (exclusive to space)					For clients:
Client Break Rooms (separate from staff break areas)					For staff:
Training Materials Storage Area					Must be a demonstrated need for this.
Pharmacy					



## Exhibit E

VDSS / Financial Guidelines Manual

Baxter Bailey & Associates  
March 3, 2015



**Virginia Department of Social Services  
Finance Guidelines Manual for Local Departments of Social Services  
Section 3.20 – Rent/Facility Costs**

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**PURPOSE AND OVERVIEW**

These guidelines outline the requirements and procedures for determining reasonable rent or facility costs and claiming reimbursement.

On November 16, 1977, the State Board of Welfare (later renamed State Board of Social Services), adopted policies for facilities occupied by local departments of public welfare/social services. These policies were adjusted and expanded in September 1989 in order to adhere more closely to State policy for State agency occupied office space and were made available in the VDSS Administrative Manual, Volume I, Chapter D, Standards for Office Space.

In recognizing that LDSSs office space needs have changed since 1989, these procedures provide LDSSs with a means of determining reasonable rent or facility costs, applying standard allowable space per employee, and claiming costs for reimbursement. To assure that costs are reasonable and necessary, allocable to federal programs, and represent a proportionate share of costs to support LDSS programs, it is imperative for LDSSs to follow these procedures and strive to meet their agency space needs at the most competitive prices.

**REFERENCE SOURCES**

- 2 CFR, Part 225, Cost Principles for State, Local, and Indian Tribal Governments (OMB Circular A-87)
- 45 CFR, Part 92, Uniform Administrative Requirements for Grants and Cooperative Agreements to State, Local, and Tribal Governments
- ASMB C-10, Cost Principles and Procedures for Developing Cost Allocation Plans and Indirect Cost Rates for Agreements with the Federal Government
- Code of Virginia § 2.2-4300-4377, Virginia Public Procurement Act
- Code of Virginia § 63.2-401, Reimbursement of localities by the Commonwealth
- Virginia Department of General Services, Lease Manual, Space Planning Policies and Procedures for Leased Facilities
- Department of Accounts CAPP Manual Section 30000 – Fixed Asset and Accounting

**RESCINDED POLICY**

Chapter D, Standards of Office Space, of the VDSS Administrative Manual, Volume I



Virginia Department of Social Services  
Finance Guidelines Manual for Local Departments of Social Services  
Section 3.20 – Rent/Facility Costs

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## **DEFINITIONS**

### **Usable Space**

This is space that is under the control of the tenant such as offices and circulation space among offices. Restrooms that are under the control of the tenant may be included. Usable square feet is typically referred to as USF.

### **Rentable Space**

This space is the entire space enclosed within a building, less any vertical floor penetrations (such as elevator shafts and stairwells). Tenants generally pay a pro rata share of the "common use" spaces that include such areas as entryways and lobbies, hallways, elevator lobbies, mechanical rooms, and common use restrooms. The rentable space is usually referred to as rentable square feet or RSF, and is typically the calculated space on which tenants pay rent.

### **Special Space Requirements**

This is space that includes specific client service areas such as client waiting areas, interview rooms, training rooms to conduct client-based training, food pantries to service clients, and/or other space that is considered unique but also necessary in fulfilling the social service programs being administered by the LDSS.

### **Full-time Equivalent (FTE)**

A full-time equivalent is an employee that works full-time, 40 hours per week. A work year is generally defined as 2,080 hours. One employee occupying a paid full time job all year would be an FTE of 1.0. Two employees working for 1,040 hours each would be an FTE of 1.0 between the two of them. In other words, an FTE of 1.0 means the person is equivalent to a full-time worker, while an FTE of 0.5 indicates that the worker is only half-time.

## **BUILDING STANDARDS AND SPACE ALLOWANCE**

### **Building Standards and Requirements**

All leased or publicly owned buildings occupied by local departments of social services are to comply with federal, state, and local laws and requirements that pertain to accessibility to the public and people with disabilities, parking, security, building identification, building codes, and general physical conditions of the office space.



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LDSSs should consult with their local government departments responsible for facilities, procurement, and equal employment opportunities. Additional information about federal and state requirements concerning these three areas is available on the Department of General Services, Division of Real Estate Services web site:  
<http://dres.dgs.virginia.gov/>

#### Space Planning

LDSSs that are in the process of relocating, renewing existing leases, entering into new leases, assessing future space needs, determining space requirements, planning renovations to existing buildings/leased facilities or constructing new facilities are to contact the RAM assigned to their region for guidance. The VDSS' Office of General Services (OGS) - Property and Facilities Manager is also available to assist LDSSs.

#### Space Allowance – Maximum Square Footage

Current Leases: The allowable maximum square footage per employee that is used by an LDSS with a current lease in place shall continue until the existing lease expires, and a new lease or renewed lease is approved by all authorized parties involved with the lease agreement. For current leases, local departments are to have documentation on file that supports a need for the maximum square footage in use and for expenditures reported for reimbursement. Space allowances are for LDSS employees and applicable contract positions that perform legitimate LDSS programs and activities. Allowable contract positions are to be properly authorized and approved by VDSS DHRM and supervised by LDSS personnel.

Current Leases – Adding Space in Existing Leased Facilities: The standard maximum allowable usable square footage (USF) per full-time equivalent (FTE), excluding approved special needs space, established by the Department of General Services shall apply at the time the renewed lease agreement that incorporates additional space changes is approved by all authorized parties to the lease agreement. FTEs are those LDSS employees and applicable contract positions that perform legitimate LDSS programs and activities. Allowable contract positions are to be properly authorized and approved by VDSS DHRM and supervised by LDSS personnel.

New/Renewed Leases: The standard maximum allowable USF/FTE established by the Department of General Services shall apply at the time the new or renewed lease agreement is approved by all authorized parties to the lease agreement. FTEs are those LDSS employees and applicable contract positions that perform legitimate LDSS activities. Allowable contract positions are to be properly authorized and approved by VDSS DHRM and supervised by LDSS personnel.



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Exceptions to the State Standard USF/FTE

LDSSs are to contact the RAM assigned to their region for inquiries on exceptions. The OGS - Property and Facilities Manager is also available to assist LDSSs. Exceptions to the state standard of USF/FTE will be reviewed on a case by case basis.

**STATE AUTHORITY TO DETERMINE REASONABLE RENT**

*The Code of Virginia is written as follows:*

*"Code of Virginia § 63.2-401. Reimbursement of localities by the Commonwealth.*

*The Commissioner also shall reimburse monthly, to the extent funds are available for such purpose, each county, city or district fiscal officer out of state and federal funds, to the extent provided in the preceding paragraph, for monthly rental payments for office space provided the local department in publicly owned buildings, for payments that are based on the cost of initial construction or purchase of a building or a reasonable amount for depreciation of such building, and for the cost of repairs and alterations to either a privately or publicly owned building. However, no monthly rental payment shall exceed a reasonable amount as determined by the Commissioner."*

**REASONABLE RENT REQUIREMENTS AND PROCEDURES**

Reasonable Rent/Facility Costs

The information below outlines the acceptable methodology set forth by VDSS in determining reasonable rent/facility costs.

	<b><i>If an LDSS is occupying a privately-owned or commercial building and...</i></b>
<b>Situation 1</b>	rent was determined through a competitive bidding process through a Request for Proposal (RFP); results of the RFP will be acceptable for determining reasonable rent.
<b>Situation 2</b>	rent was determined by <u>not</u> using a competitive bidding process, then the established benchmarks and standards that the DGS uses in obtaining rent space throughout the Commonwealth are to be used in determining reasonable rent.



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OR

	<b><i>If an LDSS is occupying a publicly owned building...</i></b>
<b>Situation 1</b>	<p>the depreciation expense schedule and applicable interest costs, along with applicable operating costs for the facility are used to compute the amount of allowable facility costs.</p> <p>a "use allowance" may be justified when Federal programs have been charged with little or no depreciation expense in the past. If a use allowance is to be followed; the use allowance is to be computed at an annual rate not exceeding two percent of the original acquisition costs.</p>
<b>Situation 2</b>	<p>and the building is fully depreciated; then a proportionate share of general operating costs can be charged.</p>

DGS uses two data sources to determine reasonable rent: (1) data from the U.S. General Services Administration and (2) data maintained by DGS. LDSSs that use the DGS benchmarks are to contact the RAM assigned to their region for applicable assistance. The OGS – Property and Facilities Manager is also available to assist in determining which benchmark source will be used in arriving at acceptable rental/lease rates.

Rental Costs of Privately-owned or Commercial Buildings

LDSSs may rent office space in a privately owned building. The use of a competitive bidding process or standards set forth under the Virginia Public Procurement Act and policies and procedures established by the DGS are to be used to determine reasonable rent costs.

LDSSs shall endeavor to obtain the most economical space that is appropriate for their program needs. In comparing rent costs among lessors or landlords, local departments are to consider the type of lease and all costs, including but not limited to, the cost of any expense increases to be passed through to the local department (such as increases in taxes, insurance and operating expenses), the annual escalation, and if not provided by the Lessor or Landlord, the costs of utilities, janitorial services, refuse removal, security and other services necessary to operate and maintain the facility.

Federal regulations 2 CFR, Part 225, OMB Circular A-87, Attachment B, Item 37, establishes principles and standards for costs for Federal awards as it applies to rent.



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37. *Rental costs of buildings and equipment.*

- a. *Subject to the limitations described in subsections b. through d. of this section, rental costs are allowable to the extent that the rates are reasonable in light of such factors as: rental costs of comparable property, if any; market conditions in the area; alternatives available; and, the type, life expectancy, condition, and value of the property leased. Rental arrangements should be reviewed periodically to determine if circumstances have changed and other options are available.*
- b. *Rental costs under "sale and lease back" arrangements are allowable only up to the amount that would be allowed had the governmental unit continued to own the property. This amount would include expenses such as depreciation or use allowance, maintenance, taxes, and insurance.*
- c. *Rental costs under "less-than-arms-length" leases are allowable only up to the amount (as explained in Attachment B, section 37.b) that would be allowed had title to the property vested in the governmental unit. For this purpose, a less-than-arms-length lease is one under which one party to the lease agreement is able to control or substantially influence the actions of the other. Such leases include, but are not limited to those between (i) divisions of a governmental unit; (ii) governmental units under common control through common officers, directors, or members; and (iii) a governmental unit and a director, trustee, officer, or key employee of the governmental unit or his immediate family, either directly or through corporations, trusts, or similar arrangements in which they hold a controlling interest. For example, a governmental unit may establish a separate corporation for the sole purpose of owning property and leasing it back to the governmental unit.*
- d. *Rental costs under leases which are required to be treated as capital leases under Generally Accepted Accounting Principles (GAAP) are allowable only up to the amount (as explained in subsection b) that would be allowed had the governmental unit purchased the property on the date the lease agreement was executed. The provisions of Financial Accounting Standards Board Statement 13, Accounting for Leases, shall be used to determine whether a lease is a capital lease. Interest costs related to capital leases are allowable to the extent they meet the criteria in Attachment B, section 23. Unallowable costs include amounts paid for profit, management fees, and taxes that would not have been incurred had the governmental unit purchased the facility.*



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Depreciation and Use Allowance of Publicly Owned Buildings

If LDSSs occupy space in a publicly owned building, the depreciation expense schedule and applicable interest costs, along with applicable operating costs for the facility are used to compute the amount of allowable facility costs.

A "use allowance" may be justified when Federal programs have been charged with little or no depreciation expense in the past. If a use allowance is to be followed, the use allowance is to be computed at an annual rate not exceeding two percent of the original acquisition costs.

Federal regulations 2 CFR, Part 225, OMB Circular A-87, Attachment B, Item 11 establishes principles and standards for costs for Federal awards as it applies to depreciation and use allowance.

11. Depreciation and use allowances.

- a. *Depreciation and use allowances are two means of allocating the cost of fixed assets to periods benefiting from asset use. Compensation for the use of fixed assets on hand may be made through depreciation or use allowances. A combination of the two methods may not be used in connection with a single class of fixed assets (e.g., buildings, office equipment, computer equipment) except as provided for in subsection g. Except for enterprise funds and internal service funds that are included as part of a State/local cost allocation plan, classes of assets shall be determined on the same basis used for the government-wide financial statements.*
- b. *The computation of depreciation or use allowances shall be based on the acquisition cost of the assets involved. Where actual cost records have not been maintained, a reasonable estimate of the original acquisition cost may be used. The value of an asset donated to the governmental unit by an unrelated third party shall be its fair market value at the time of donation. Governmental or quasi-governmental organizations located within the same State shall not be considered unrelated third parties for this purpose.*
- c. *The computation of depreciation or use allowances will exclude:*
  - (1) *The cost of land;*
  - (2) *Any portion of the cost of buildings and equipment born by or donated by the Federal Government irrespective of where title was originally vested or where it presently resides; and*



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*(3) Any portion of the cost of buildings and equipment contributed by or for the governmental unit, or a related donor organization, in satisfaction of a matching requirement.*

- d. Where the depreciation method is followed, the period of useful service/life established in each case for usable capital assets must take into consideration such factors as: type of construction, nature of the building and equipment used, historical usage patterns, technological developments, and the renewal and replacement policies of the governmental unit followed for the individual items or classes of assets involved. In the absence of clear evidence indicating that the expected consumption of the asset will be significantly greater in the early portions than in the later portions of its useful life, the straight line method of depreciation shall be used.*

*Depreciation methods once used shall not be changed unless approved by the Federal cognizant or awarding agency. When the depreciation method is introduced for application to an asset previously subject to a use allowance, the annual depreciation charge thereon may not exceed the amount that would have resulted had the depreciation method been in effect from the date of acquisition of the asset. The combination of use allowances and depreciation applicable to the asset shall not exceed the total acquisition cost of the asset or fair market value at time of donation.*

- e. When the depreciation method is used for buildings, the shell of the building may be segregated from the major component of the building (e.g., plumbing system, heating, and air conditioning system) and each major component depreciated over its estimated useful life, or the entire building (i.e., the shell and all components) may be treated as a single asset and depreciated over a single useful life.*
- f. Where the use allowance method is followed, the use allowance for buildings and improvements (including land improvements, such as paved parking areas, fences, and sidewalks) will be computed at an annual rate not exceeding two percent of acquisition costs. The use allowance for equipment will be computed at an annual rate not exceeding 6 2/3 percent of acquisition cost. When the use allowance method is used for buildings, the entire building must be treated as a single asset; the building's components (e.g., plumbing system, heating and air condition) cannot be segregated from the building's shell.*

*The two percent limitation, however, need not be applied to equipment which is merely attached or fastened to the building but not permanently fixed to it and which is used as furnishings or decorations or for specialized purposes*



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*(e.g., dentist chairs and dental treatment units, counters, laboratory benches bolted to the floor, dishwashers, modular furniture, carpeting). Such equipment will be considered as not being permanently fixed to the building if it can be removed without the destruction of, or need for costly or extensive alterations or repairs, to the building or the equipment. Equipment that meets these criteria will be subject to the 6 2/3 percent equipment use allowance limitation.*

- g. A reasonable use allowance may be negotiated for any assets that are considered to be fully depreciated, after taking into consideration the amount of depreciation previously charged to the government, the estimated useful life remaining at the time of negotiation, the effect of any increased maintenance charges, decreased efficiency due to age, and any other factors pertinent to the utilization of the asset for the purpose contemplated.*
- h. Charges for use allowances or depreciation must be supported by adequate property records. Physical inventories must be taken at least once every two years (a statistical sampling approach is acceptable) to ensure that assets exist, and are in use. Governmental units will manage equipment in accordance with State laws and procedures. When the depreciation method is followed, depreciation records indicating the amount of depreciation taken each period must also be maintained.*

#### Interest/Financing Costs

Federal regulations 2 CFR, Part 225, OMB Circular A-87, Attachment B, Item 23 establishes principles and standards for costs for Federal awards as it applies to interest.

#### *23. Interest.*

- a. Costs incurred for interest on borrowed capital or the use of a governmental unit's own funds, however represented, are unallowable except as specifically provided in subsection b. or authorized by Federal legislation.*
- b. Financing costs (including interest) paid or incurred which are associated with the otherwise allowable costs of building acquisition, construction, or fabrication, reconstruction or remodeling completed on or after October 1, 1980 is allowable subject to the conditions in (1) through (4) of this section 23.b. Financing costs (including interest) paid or incurred on or after September 1, 1995 for land or associated with otherwise allowable costs of equipment is allowable, subject to the conditions in (1) through (4).*



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*(1) The financing is provided (from other than tax or user fee sources) by a bona fide third party external to the governmental unit;*

*(2) The assets are used in support of Federal awards;*

*(3) Earnings on debt service reserve funds or interest earned on borrowed funds pending payment of the construction or acquisition costs are used to offset the current period's cost or the capitalized interest, as appropriate. Earnings subject to being reported to the Federal Internal Revenue Service under arbitrage requirements are excludable.*

*(4) For debt arrangements over \$1 million, unless the governmental unit makes an initial equity contribution to the asset purchase of 25 percent or more, the governmental unit shall reduce claims for interest cost by an amount equal to imputed interest earnings on excess cash flow, which is to be calculated as follows. Annually, non-Federal entities shall prepare a cumulative (from the inception of the project) report of monthly cash flows that includes inflows and outflows, regardless of the funding source. Inflows consist of depreciation expense, amortization of capitalized construction interest, and annual interest cost. For cash flow calculations, the annual inflow figures shall be divided by the number of months in the year (i.e., usually 12) that the building is in service for monthly amounts. Outflows consist of initial equity contributions, debt principal payments (less the pro rata share attributable to the unallowable costs of land) and interest payments. Where cumulative inflows exceed cumulative outflows, interest shall be calculated on the excess inflows for that period and be treated as a reduction to allowable interest cost. The rate of interest to be used to compute earnings on excess cash flows shall be the three-month Treasury bill closing rate as of the last business day of that month.*

*(5) Interest attributable to fully depreciated assets is unallowable.*

Reimbursement - Federal Requirements

For rent or facility costs to be considered for reimbursement, the following federal requirements must be met:

Costs are reasonable and necessary for the proper and efficient performance and administration of Federal awards. A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.



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Cost is allocable to a particular Federal award or cost objective as outlined in 2 CFR, Part 225, OMB Circular A-87, Attachment A. A cost is allocable to a particular cost objective if the goods or services involved are chargeable or assignable to that cost objective according to the relative benefits received.

In addition to reasonableness and allocability, the other general tests of allowability are that the cost:

- be authorized or not prohibited under state or local laws or regulations --- A governmental unit may not accept and expend Federal funds to undertake an activity for which it does not have the authority under its own state or local law or which would constitute an illegal purpose;
- conform to any limitations or exclusions set forth in the cost principles, Federal laws, terms and conditions of the Federal award, or other governing regulations as to types or amounts of cost items;
- be consistent with policies, regulations, and procedures that apply uniformly to both Federal awards and other activities of the governmental unit;
- be accorded consistent treatment --- a cost may not be assigned to a Federal award as a direct cost if any other cost incurred for the same purpose in like circumstances has been allocated to the Federal award as an indirect cost;
- be determined in accordance with generally accepted accounting principles, except as otherwise provided for in 2 CFR, Part 225, OMB Circular A-87;
- not be included as a cost or used to meet cost-sharing or matching requirements of any other Federal award in either the current or a prior period, except as specifically provided by Federal law or regulation;
- be net of all applicable credits; and
- be adequately documented.

**Reporting Rent or Facility Costs for Reimbursement**

- Costs incurred for rent of any building occupied jointly with other agencies or commercial businesses is to be allocated and submitted for reimbursement on the basis of a reasonable pro-rata share. The cost allocation is to be based on the percentage of space occupied by the local department of social services, in relation to the total space in the building.
- Reimbursement of rent or facility costs in either privately or publicly owned buildings will be provided for space occupied by LDSS staff and contract positions (or FTEs) that perform LDSS activities. These LDSS and contract (or



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FTEs) positions must be supervised by the LDSS and authorized and approved by VDSS DHRM.

- All rent or facility costs must be based on actual charges.
- For space occupied in a publicly-owned building, the depreciation expense schedule and applicable interest costs, along with applicable operating costs for the facility are used to compute the amount of allowable facility costs. If the building is fully depreciated, then a proportionate share of general operating costs can be charged. A "use allowance" may be justified when Federal programs have been charged with little or no depreciation expense in the past. If a use allowance is to be followed; the use allowance is to be computed at an annual rate not exceeding two percent of the original acquisition costs.
- The benefit of rent or facility expenditures is to be commensurate with the cost, during the period of occupancy.
- When relocating to another facility, the local agency may not request reimbursement for office space costs for the old office and the new facility in the same calendar month. Consequently, timing for occupancy is a primary consideration in relocation. If the agency is establishing a new satellite office or branch office, or routinely operates satellite offices, these offices are not considered duplicate office space.
- Costs are to be entered into Locality Automated System for Expenditure Reimbursement (LASER) through the use of the alias cost code and appropriate EXPENDITURE type. Reference the following LASER policies and procedures for keying operational costs located on the VDSS interagency website, SPARK:

[http://spark.dss.virginia.gov/divisions/dof/local\\_support/laser/budget\\_lines.cgi](http://spark.dss.virginia.gov/divisions/dof/local_support/laser/budget_lines.cgi)

## Exhibit F

DSS / Internal Inspection Report

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**Division of Finance  
Information Security and Risk Management Office**



COMMONWEALTH of VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES

**Internal Inspection Checklist**

**Greensville-Emporia LDSS  
01/21/2015**

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## COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

Internal Revenue Service (IRS) Code Section 6103(p)(4), requires that agencies receiving Federal Tax Information (FTI) provide other safeguard measures as appropriate to ensure the confidentiality of the FTI. The IRS states, "if the originating source of information is from the IRS, then it is considered FTI." IRS Publication 1075, Tax Information Security Guidelines for Federal, State, and Local Agencies, requires that agencies receiving FTI conduct internal inspections to ensure that safeguards and security measures are maintained. To comply with this provision, the Virginia Department of Social Services (VDSS) Office of Information Security and Risk Management (ISRM) has established a three-year internal inspection cycle for all Local Departments of Social Services (LDSS) and a two-year cycle for District Division of Child Support Enforcement (DCSE) Offices. These internal inspections will not be scored, graded, nor will the ISRM Reviewers assign and/or levee any penalties. The internal inspection process will consist of an entrance and exit conference, and onsite internal inspection of the physical security for handling of FTI data.

DCSE offices will be inspected at least once every two years unless otherwise noted by the Safeguard Reviewer, and LDSS offices will be inspected at least once every three years unless otherwise noted by the Safeguard Reviewer. The internal inspections will address the following key areas:

**Record Keeping** – Each DCSE and LDSS office should have a system of records that documents requests for, receipt of, and disposal of FTI data.

**Secure Storage of FTI and Confidential Data** – FTI data must be stored in a secure location and safe from unauthorized access and/or disclosure.

**Limiting Access of FTI and Confidential Data** – Access to FTI data must be limited to only those individuals/employees who are authorized to access and whose official/job duties require such access to FTI data. This access will include DCSE office's security the minimum protection standards for physical barriers and an assessment of the LDSS and features.

**Computer Security** – There should be reasonable assurance that only individuals/employees with a "need to know" are authorized to access FTI data and that safeguards are sufficient to limit unauthorized access and ensure confidentiality.



COMMONWEALTH of VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES

### **Internal Inspection Requirements**

#### **Record Keeping Requirements- Section 3.0**

"Federal, State, and local agencies, bodies, commissions, and agents authorized under IRC Section 6103(p)(4)(A) to establish a permanent system of standardized records of requests made by or to them for disclosure. This record keeping should include internal requests among agency employees as well as requests outside the agency. The records are to be maintained for five years or the applicable records control schedule must be followed, whichever is longer."

#### **Secure Storage of FTI and Confidential Data- Section 4.0**

"Security may be provided for a document, an item, or an area in a number of ways These include but are not limited to locked containers of various types, vaults, locked rooms, locked rooms that have reinforced perimeters, locked building, guards, electronic security systems, fences, identification systems, and control measures."

#### **Restricted/Limited Access- Section 5.0**

"Agencies are required by IRC Section 6103(p)(4) to restrict access to FTI only to persons whose duties or responsibilities require access. To assist with this requirement, FTI should be clearly labeled Federal Tax Information and handled in such a manner that it does not become misplaced or available to unauthorized personnel. Additionally, warning banners advising of safeguarding requirements should be used for computer screens."

#### **Other Safeguards and Reporting Requirements- Section 6.0**

"IRC 6103(p)(4) requires that agencies receiving FTI provide other safeguard measures as appropriate to ensure the confidentiality of the FTI. A good security awareness program is by far the most effective and least expensive method agencies can use to protect sensitive information."

#### **Disposal of FTI and Confidential Data- Section 8.0**

"Users of FTI are required by IRC Section 6103(p)(4)(c), Exhibit 5, and IRC 7431) to take certain actions after using FTI to protect its confidentiality."

#### **Computer Security- Section 9.0**

"All agency information systems used for receiving, processing, storing, and transmitting FTI must be hardened accordance with the requirements of Publication 1075."

Date of Review:	1/21/2015	Office Contact	John Holtkamp, Director
Agency Name:	681 Greenville/ Emporia	Inspected By:	Wendy Dennis
<b>LIMITED ACCESS SECTION:</b>			
1	What physical security features does this office have?	Alarm Systems-N	Complex Security-N
1a	What environmental controls does this office have?	Motion Detectors-Y	Cameras-N
2	Who reviews access attempts, security monitors, & alarms?	Security Guards-N	Police Patrol-N
3	Did entry control monitor request ID?	Sprinkler System-N	Humidity Control-N
3a	Are all guests, clients, and persons not on the Authorized Access List escorted by an employee while in the restricted part of the office?	Name/Position:	Blk-up power-N
		No	Sherry Phillips/Fiscal Assistant Supervisor
		Yes	note: staff must request ID, if not available, use "no ID" or "young"
4	What physical barriers protect this office/building?	Locked Perimeter(Unsecured Interior)	Reception window does not lock allowing access to the agency's restricted area from the lobby. Front door has hard key lock but will swing open in the event of a strong wind allowing full access to the agency office.
5	What type of locking mechanism is used to enter the building?	Hard Keys and Swipe	
6	Do any DSS staff have hard keys into the building?	List:	Director, Administrative Manager, Administrative Assistant
7	Are hard keys for doors leading into the restricted area and/or building marked "DO NOT DUPLICATE", "DND", "Master Key" or "MK"?	No	If no, are locks changed when anyone who had that key leaves? No
8	Who is responsible for the issuance of swipe cards, punch codes, or physical keys?	Name/Position DSS or County/City	Sherry Phillips/Fiscal Assistant Supervisor: DSS
8a	Does this office have hard keys, swipe cards, or punch codes to enter the restricted part or working areas of the office? If so, which method?	Yes	Hard Keys & Swipe Cards
9	Is there a log kept of key, swipe card, and/or punch code changes? If yes, kept by who?	Yes	
10a	Is the Restricted Area separated by physical barriers	No	Restricted area is not secure. Reception window does not lock.
10b	Are doors leading into and out of restricted areas identified by signs?	Yes	note: authorized access, restricted area only, staff entrance, etc.
11	Is there a sign to slab wall construction between the local DSS office and any other entity? (a physical firewall)	Yes	note: n/a
12	Does the office have a Restricted Area Visitor Log (RAVL)?	Yes	Yes, paper or electronic? Paper
12a	If so, is the Log closed/updated at least monthly? By who?	No	Name/Position: Jeannett Jones/Administrative Services Manager (to be)
12b	Does the Visitor Log contain space for:	Time Out - Y	Assigned Wk Area - Y
13	Does this office currently have an Authorized Access List?	Date of Entry - Y	Purpose of Entry - Y
13a	If so, who maintains and updates the list?	No	note: list of employees and others who are not required to sign in
13b	How often is the Authorized Access List updated?	Name/Position:	Jeannett Jones/Administrative Services Manager will be
14	Do staff and others on the Authorized Access list display their ID badges?	Never	note: should be at least monthly
15	What contractors or contract staff does this office use/have?	No	IDs have been issued but are not being displayed
16	Does each employee have access to enough locking containers or areas to lock files and confidential information at the end of the day?	Yes	note: (present covered with an Contractors tab)

17	If staff have locking containers/cabinets/offices, do they lock them at the end of the day?	No	some staff do not have keys to the cabinets and those with keys aren't locking them
17a	Who has access to office space after working hours?	Cleaning Crew - Y Property Mgrs - N City/City Staff - Y	Maintenance - Y
18	Is any confidential information unattended after regular working hours?	Yes	Except filing systems located in reception area doesn't have a locking mechanism, confidential information left unattended in boxes under desks, staff mail boxes located in the unsecured reception area are not emptied at the end of each business day, boxes located in the unsecured reception area are not secured, confidential information left in boxes under desks after business hours
19	Is staff mail in a secured area or secured by hand after hours?	No	in unsecured reception/ie room (i.e. reception room doors have been removed and sliding glass windows do not lock allowing access from lobby)
20	Are office fax machines in a secure area so incoming faxes are not exposed after working hours?	No	if no, where are they located?
22	Who is this office's Security Officer?	Name/Position: Sherry Phillips/Fiscal Assistant Supervisor	No locking door handle
23	Does the network communication room door securely lock?	No	if no, explain?
24	Does this office have interview rooms outside of the restricted area?	No	if yes, who? aka
25	Are any non-DSS staff housed in the DSS restricted area?	No	
<b>RECORD KEEPING SECTION:</b>			
1	Does this office have microfiche films?	No	
1a	If so, is the container locked behind 2 barriers?	N/A	
3	Do non-DSS/DCSE staff have access to ADAPT/APECS SPIDeR or DW?	No	
4	Do staff in this office have wireless access? DSS or personal?	No	N/A
<b>EMPLOYEE AWARENESS SECTION:</b>			
1	Do all employees attend annual FTI training?	Yes	
1a	If so, who is responsible for monitoring training completion? If so, are employees or contractors trained in security policy & procedures for safeguarding IRS information before or shortly after access to that information is granted?	Name/Position: Sherry Phillips/Fiscal Assistant Supervisor	
1b	Have staff been provided with incident response procedures?	Shurly Alter	
2	Number of staff questioned about the Federal and Civil Penalties?	Yes	
3	Number of staff that did not know the penalties for improper disclosure?	Two	
4	Are employees regularly briefed about security procedures regarding awareness and confidentiality?	Zero	
5	DISPOSAL SECTION:	Yes	
1	Is Federal and NDWH information from ADAPT/APECS, DW or SPIDeR printed?	No	
1a	For DCSE offices is a shredding log in place?	N/A	If yes, log checked? n/a
1b	What destruction method is used for confidential printed documents?	Shredding Service	
1c	What service does this office use to shred printed FTI, NDWH, and/or confidential case information?	Shred-It	note: multi media (RS) req of print consistent
<b>COMPUTER SECURITY SECTION:</b>			
1	Do employees save FTI or confidential client information on any removable media (CD, DVD, Thumb Drive)?	No	note: approved encrypted flash drive - Photo Plus USB Flash Drive, ACB worker's supervisor also have the password to the device
1a	If so, is the removable media locked or secured when not in use?	N/A	

1b	If so, is the removable media encrypted and labeled? Is data erased from storage devices such as hard drives, thumb drives, CDs, etc.? What method?	N/A	
2	If so, is there a record kept indicating when and how the data is removed from the devices?	No	VITA erases hard drives
2a	Are employees logging off their computers when they are away from their work areas/decks as opposed to letting the computer "time out"?	N/A	
3	How long is the screenaver time out the office PCs?	Yes	note: when leaving work area for longer than a few seconds PC should be locked.
4	Do any employees work off site? (home, hospitals, police station, rehab) If so, where?	10 Minutes	note: NG standard is 15 min, some agencies opt to less
5	If so, do they use a state-issued PC?	No	Where? n/a
5a	If so, has the employee been given policy guidance?	N/A	
5b	Does employee have access to ADAPT/ SPIDER/ APECS at location?	N/A	
5c		N/A	

List of Contractors:	
<b>Name:</b>	Coca Cola Bottling Company
<b>Address:</b>	500 Eastpark Ct Sandston, VA 23150
<b>Services Provided:</b>	Fill Vending Drink Machine
<b>Name:</b>	City of Emporia- Sanitation Department
<b>Address:</b>	201 S. Main St Emporia, VA 23847
<b>Services Provided:</b>	Recycling/Box Pickup
<b>Name:</b>	Ryan Aerni- IT- Greensville County
<b>Address:</b>	1781 Greensville County Circle Emporia, VA 23847
<b>Services Provided:</b>	IT Services
<b>Name:</b>	Dave Whittington
<b>Address:</b>	303 Allen Court Emporia, VA 23847
<b>Services Provided:</b>	Board Member
<b>Name:</b>	UPS
<b>Address:</b>	916 W Atlantic St Ste D Emporia, VA 23847
<b>Services Provided:</b>	Deliver/pick up packages
<b>Name:</b>	Fed-EX
<b>Address:</b>	P O Box 38668 Richmond, VA 23231
<b>Services Provided:</b>	Deliver/pick up packages
<b>Name:</b>	Diamond Springs
<b>Address:</b>	P O Box 1109 Roanoke Rapids, NC 27870
<b>Services Provided:</b>	Deliver water
<b>Name:</b>	Lynch's Office Supply
<b>Address:</b>	P O Box 1109 Roanoke Rapids, NC 27870
<b>Services Provided:</b>	Deliver office supplies
<b>Name:</b>	City of Emporia Police Department
<b>Address:</b>	310 Budd St Emporia, VA 23847
<b>Services Provided:</b>	Patrol



## Exhibit G

Commercial Lease Agreement

Baxter Bailey & Associates  
March 3, 2015

- Prepared by -  
W. William Robinson, III  
COMMERCIAL LEASE AGREEMENT William Robinson, III, PLLC  
316 South Main Street  
Emporia, VA 23847

THIS LEASE AGREEMENT ("Agreement") is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_ 2015, by and between "Landlord", having its principal office and place of business at \_\_\_\_\_, Emporia, Virginia, 23847, (hereinafter called "Lessor"), and the Greenville/Emporia Department of Social Services, having his principal office and place of business at \_\_\_\_\_, Emporia, Virginia, (hereinafter called "Lessee").

**WITNESSETH:**

WHEREAS, Lessor holds fee and leasehold interests in the leased premises; and

WHEREAS, Lessee desires to lease the same upon the terms, provisions and conditions hereinafter set forth.

NOW THEREFORE, in consideration of the premises, the sum of Ten Dollars (\$10.00) cash in hand paid, the mutual covenants below, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Lessor and Lessee, intending to be legally bound, agree as follows:

**1. DESCRIPTION OF PREMISES**

Subject to and upon the terms, provisions and conditions set forth herein, Lessor does hereby lease, demise and rent to Lessee, and Lessee does hereby lease, demise and rent from Lessor, the following described premises, and nothing more, together with all Lessor's privileges, easements and rights of ingress or ingress thereto, and all appurtenances and improvements located thereon, in the City of Emporia, Commonwealth of Virginia (hereinafter called the "Leased Premises"):

*"Insert Legal Description of Land"*

**2. TERM**

Subject to and upon the conditions set forth here, this Agreement shall continue in force for a term of ten years, beginning on the 1<sup>st</sup> day of \_\_\_\_\_, 2015 and ending at midnight on the 31<sup>st</sup> day of \_\_\_\_\_, 2025, unless sooner terminated as herein provided. Lessee shall have the right to renew this agreement under the same terms for additional three years.

**3. HOLDING OVER**

In the event of holding over by Lessee subsequent to the expiration or other termination of this Agreement, with Lessor's acquiescence and without any express agreement of the parties, Lessee shall be a tenant on a month to month basis, which tenancy shall be terminated absolutely and without remedy upon thirty (30) days written notice of such intent by either party. The monthly rental during the month to month tenancy shall be payable in advance in an amount equivalent to the last month's rent paid under this Agreement for each month that Lessee remains in possession.

**4. ANNUAL RENT**

As consideration for this Agreement, Lessee shall pay to Lessor at such place as Lessor shall designate in writing to Lessee, on the first day of each month, in advance, during the initial term and any extension thereof, one twelfth of the annual Rental Rate as hereinafter specified.

The annual rental rate shall be the sum of \_\_\_\_\_.

**5. SUBLETTING/ASSIGNMENT**

Lessee may not sublet or assign the Leased Premises or any part thereon without prior written consent of Lessor. In the event of a sublease or assignment hereunder, Lessee shall provide Lessor with copies of any and all documents relating to any such sublease or assignment. Subtenants or assignees shall become liable to Lessor for all obligations of Lessee hereunder, and Lessor agrees to release Lessee from all its obligations hereunder in the event of a sublease or assignment.

**6. EMINENT DOMAIN**

If the whole of the Leased Premises or such portion thereof as will make the Leased Premises unsuitable for the purposes herein leased shall be condemned by any legally constituted authority for any public use or purpose, then in either of said events the term hereby granted shall cease from the time when possession hereof is taken by public authorities. In addition, Lessee may terminate this Agreement at any time after knowledge of either of said events by giving written notice to Lessor. Upon notice of Lessee's termination under this paragraph, Lessee shall have no further obligation hereunder except the payment of rent and percentage rentals that may be due prorated through the termination date.

**7. DESTRUCTION OR DAMAGED PREMISES**

If the Leased Premises are totally destroyed (or so substantially damaged as to be untenable) by storm, fire, earthquake, tornado, Act of God, or other casualty, this Agreement shall terminate as of the date of such destruction or damage and rental shall be accounted for as between Lessor and Lessee as of that date. If, however, Lessor reconstructs the Leased Premises, Lessee shall, at its option, continue this Agreement for the unexpired term at the same rent and under the same conditions as provided herein.

If the Leased Premises are damaged but not rendered untenable by any such casualty or casualties, rental shall abate by a percentage equal to the percentage that the damaged area bears to the total Leased Premises until the Lessor has restored the Leased Premises to the same condition as before the damage, whereupon full rental shall recommence. (Example: If damaged area equals 25% of total Leased Premises, rent would be reduced by 25% until premises restored.) The percentage of the premises that are unusable shall be based upon the damage estimate issued by the company insuring the premises. Lessor shall make its intention to restore or not to restore said Leased Premises to original condition known to Lessee in writing within fifteen (15) days of such occurrence. If Lessor decides against such reconstruction or fails to provide such notice, Lessee may, at its option, cancel this Agreement. If, however, Lessor reconstructs the Leased Premises, Lessee shall, at its option, continue this Agreement for the unexpired term at the same rent and under the same conditions as provided herein.

**8. QUIET ENJOYMENT**

Lessee shall at all times during the term of this Agreement have the peaceable and quiet enjoyment of the Leased Premises without hindrance of Lessor or any person lawfully claiming under Lessor.

**9. USE OF PREMISES**

The Leased Premises shall be used and occupied by Lessee solely for the purpose of engaging in the (provision of governmental assistance to the citizens of the Greenville County/City of Emporia area)

OR (insert whatever description of the business activity of G/E DSS (like) or any other activities authorized by the Laws of the Commonwealth of Virginia. Prepared by W. William Robinson, III, The Law Office of W. William Robinson, III, PLLC, 316 South Main Street, Emporia, VA 23847. Warrants to Lessee that the conduct of such business is permissible under the zoning ordinances and Ordinances applicable to the Leased premises.

#### **10. EXTERIOR SIGNS**

Lessee shall have the right and privilege to place, erect or maintain any sign or signs on the front of the Leased Premises, provided that Lessee complies with all ordinances and regulations concerning installation of such sign or signs, and Lessee shall remove such sign or signs at the expiration of the term of this Agreement or any extension thereof and shall fill in all holes in the front caused by the removal of such sign or signs. Lessor agrees not to permit anyone other than Lessee to place, erect, maintain, or paint any sign on the Leased Premises, except for signs advertising the property for sale or rent.

#### **11. LESSEE'S ALTERATION**

Lessee hereby agrees that prior to the commencement of any alteration (except the addition or placements of Lessee's movable fixtures and equipment) to the Leased Premises by a contractor other than Lessor's, Lessor shall approve in writing said alterations to be made and said contractor hired to perform said alterations, such approvals not to be unreasonably withheld.

#### **12. PROPERTY OF LESSEE**

Lessee may, prior to the expiration of this Agreement, or any extension thereof, remove all fixtures, equipment and other personal property which it has placed in or attached to the Leased Premises; provided, however, Lessee shall be responsible for all damages to the Leased Premises during such removal caused by its intentional or grossly negligent conduct, and shall return the damaged property to its condition immediately preceding the damage caused by Lessee.

#### **13. MAINTENANCE AND REPAIRS BY LESSEE**

Lessee shall, at its own expense, repair any damages to the Leased Premises caused by the gross negligence or intentional acts of Lessee, its agents, servants, or employees. Lessee shall, at its own expense, keep and maintain the interior of the Leased Premises, (excluding the heating and air conditioning systems), in good order and repair, except for normal wear and tear, treatment for or damage caused by termites, or damages caused by acts of God, fire, or other casualty, and except for all major repairs or expenses ("major repairs or expenses" being defined as costing in excess of \$5,000.00 per occurrence), which shall be the responsibility of Lessor. The term "interior" is defined as that portion of the Leased Premises from the surface of the floor or floor covering up to but not including the ceiling, but including the inside surface of the exterior walls. The term shall exclude doors, windows, concealed plumbing, electrical, wiring, all structural parts, sidewalks, and parking areas.

#### **14. MAINTENANCE AND REPAIRS BY LESSOR**

- (a) Lessor shall, at its own expense, replace or repair and at all times maintain and keep in good repair and condition, the exterior, foundation, supporting walls, subfloor, exterior walls, doors, windows, roof,

gutters, downspouts and sewers, wiring and electrical systems, including the heating and air conditioning systems, and concealed plumbing, including damage from latent defects, as well as all other portions of the Leased Premises, whether included in the above enumeration or not, except for repairs required to be made by Lessee under this Agreement.

- (b) Lessor warrants to Lessee that all structural, electrical and plumbing components presently meet or exceed standards prescribed by the Federal, State, County and City, or other government, codes, ordinances and laws governing the same.

#### **15. UTILITIES**

Lessee shall pay all utility costs incurred in the provision of necessary utilities to the Leased Premises and any improvements, which shall include, but not be limited to, costs for heating, cooling, electricity, water service, sewer service and telephone service. Lessee's costs shall not include costs to maintain the physical requirements for the provision of such utilities, including but not limited to; electrical wiring and fixtures, plumbing apparatus and the duct work, vents, etc., required for heating and cooling the Leased Premises.

#### **16. RENOVATION BY LESSOR**

If Lessor shall deem it necessary to effect renovations or redecorations of the Leased Premises, such action shall be made at Lessor's expense and with the prior written consent of Lessee, which consent shall not be unreasonably withheld. If such action by Lessor shall render the Leased Premises untenable and, if Lessor cannot complete such acts within fifteen (15) days, Lessee may terminate this Agreement, in which event rent shall be apportioned and paid up to and including the date of termination. If renovations are required of Lessor due to governmental order of authority, the above provision shall apply except that Lessor shall have thirty (30) days to comply with the same.

#### **17. ENTRY BY LESSOR**

Lessor may enter the Leased Premises during normal business working hours to exhibit the same to prospective tenants or to prospective purchasers, to inspect the Leased Premises, to see that Lessee is complying with all its obligations hereunder, and to make repairs required of Lessor under the terms hereof.

#### **18. TAXES AND ASSESSMENTS**

During the term of this Agreement, Lessor shall cause to be paid all real property taxes and assessments imposed upon the Leased Premises by any taxing authorities; provided, however, Lessee shall cause to be paid (1) all personal property taxes levied or assessed against any personal property, fixtures, or trade fixtures now or hereafter owned or added to the Leased Premises by Lessee, and (2) all personal property taxes levied or assessed against any personal property now or hereafter owned by Lessee and situated on the Leased Premises. Lessor shall be responsible for listing the Leased Premises with the tax authorities, and Lessee shall be responsible for listing its personal property, fixtures, or trade fixtures with the tax authorities.

#### **19. INSURANCE**

- (a) Lessee shall cause to be maintained and kept in force an insurance policy or policies for fire, extended hazard, and liability insurance for the Leased Premises which shall provide, at a minimum, \$1,000,000 per occurrence and \$10,000,000.00 annual aggregate in coverage. Lessee shall provide to Lessor a true copy of said insurance policy or policies no later than 10 days prior to taking possession of the property.

- (b) Lessor shall not be liable for, and Lessee hereby releases, discharges and agrees to hold Lessor harmless, from and against any and all claims, demands and liability for any damage to or loss of the Leased Premises, adjacent premises, or other property, caused by or resulting from fire or any other casualty, whether caused by accident or otherwise, unless directly caused by the negligence of Lessor.

#### **20. INDEMNIFICATION**

Lessee will indemnify and save Lessor harmless from any loss, cost, damage or expense caused by injuries to persons or property while in, on or about the sidewalk, parking area, or other portions of the Leased Premises, unless directly caused by the negligence of Lessor. Lessee will indemnify, protect and save Lessor harmless from any loss, cost, damage or expense caused by injuries to persons or property while in or on said Leased Premises, unless such loss, cost, damage, or expense arrive as a result of a structural defect in said premises or caused directly or indirectly by the negligence of the Lessor, its agents, servants or employees, or by Lessor's failure to maintain the premises as herein required.

#### **21. REMEDIES OF LESSOR FOR NONCOMPLIANCE**

If rent is not received by Lessor within five (5) days after the first of the month during the term of this Agreement, or if Lessee shall fail to comply with any covenant or condition contained herein, then Lessor shall give written notice to Lessee to pay any delinquent rentals or to cure any breaches hereunder within five (5) days of Lessee's receipt of such notice before declaring Lessee in default under this Agreement. If the Lessee fails to pay rent and/or respond in writing to the Lessor's notice within (5) days, then the lease shall terminate and the Lessee shall re-deliver possession to the Lessor. Failure to pay the rent and/or vacate within the five (5) days shall be deemed a willful noncompliance and the Lessor shall be entitled to recover damages including but not limited to the remainder of annual rent due for the term of this lease, or any extension thereof, 25% attorney fees, costs of court, and any and all other costs, legal or otherwise, that may be required to obtain possession of the premises or to collect any rent owed.

#### **22. REMEDIES OF LESSEE FOR NONCOMPLIANCE**

- (a) If Lessor fails to perform its obligations to maintain and repair the Leased Premises under this Agreement within thirty (30) days after the need for such maintenance or repair arises and a written request, by certified or registered mail, for such maintenance and/or repair is given to Lessor, then Lessee, at its option, may carry out such maintenance and/or repair on behalf of Lessor and deduct Lessee's costs of same from the rentals provided herein.
- (b) If Lessee's property is damaged by the leaking of gas, water, sewer, or steam pipes, or otherwise damaged by Lessor's failure to perform its obligations to maintain and repair the Leased Premises under this Agreement, then Lessee, at its option, may deduct its costs of the damaged property from rentals provided herein.
- (c) If Lessee is forced to take legal action to force Lessor to fulfill its obligations herein, Lessee shall be entitled to recover any and all attorney fees and court costs, associated with said legal action.

#### **23. NOTICE**

All notices or requests, or other communications required or permitted under this Agreement, shall be in writing and shall be deemed to have been duly given if delivered or mailed first class prepaid registered mail or certified mail, return receipt requested, as follows:

Lessor: \_\_\_\_\_

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Lessee: Greensville/Emporia Department of Social Services  
Attn: John Holtkamp, Director  
P.O. Box 1136  
1748 East Atlantic Street  
Emporia, VA 23847

or other such address as either party, in writing, may furnish to the other party.

**24. SEVERABILITY**

If any clause or provision of this Agreement is illegal, invalid, or unenforceable under present or future laws effective during the term of this Agreement, then and in that event it is the intention of the parties hereto that the remainder of this Agreement shall not be affected thereby, and it is also the intention of the parties to this Agreement that in lieu of each clause or provision of this Agreement that is illegal, invalid, or unenforceable, there will be added as a part of this Agreement a clause or provision as similar in terms to such illegal, invalid, or unenforceable clause or provision as may be possible, legal, valid and enforceable.

**25. CUMULATIVE RIGHTS**

All rights, powers and privileges conferred hereunder upon the parties hereto shall be in addition to those otherwise provided by law.

**26. BINDING EFFECT**

All of the covenants and agreements herein contained shall be binding upon and inure to the benefit of Lessor and Lessee, their respective successors, and such assigns as may be permitted hereunder.

**27. MEMORANDUM OF LEASE**

The parties shall, at the option of either, execute and deliver a short form or memorandum of this lease, in recordable form, sufficient to give constructive notice of the leasehold estate hereby created, and said short form or memorandum of lease may be recorded by either party.

**28. CONTROLLING LAW**

This Agreement shall be governed by and construed under the laws of the Commonwealth of Virginia.

**29. ENTIRE AGREEMENT**

This Agreement, including any exhibits or schedules attached hereto, shall constitute the entire agreement between Lessor and Lessee with respect to the subject matter hereof and may not be amended or modified in any respect or to any extent whatsoever, except by an instrument in writing executed by each of the parties hereto.

**30. RELATIONSHIP**

This Agreement, including any exhibits or schedules attached hereto, shall constitute the entire agreement between Lessor and Lessee with respect to the subject matter hereof and may not be amended or modified in any respect or to any extent whatsoever, except by an instrument in writing executed by each of the parties hereto.

**31. PARTIES**

**Related Correspondence**

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The meeting continued with Mr. Holtkamp setting out three main deficiencies the DSS would like to see corrected in any new or enhanced facility:

1. SAFETY

Currently, the DSS Building is only safely accessible through means of vehicular transportation. The location of the building does not provide safe accessibility for pedestrians traveling on foot. Atlantic Avenue is a main East/West corridor through the City of Emporia and does not provide sidewalks for client's use. The ability to have clients safely walk from the City of Emporia to the proposed location of any new or enhanced DSS Building is a top priority. Mr. Holtkamp explained that with the possibility of a County site, it may not be ideal for clients to reach the DSS safely without improved public transportation. Mr. Holtkamp discussed the idea that with a transportation service in place, the City of Emporia and the County could assist their clientele in reaching a new DSS Building safely. However this service has yet to be determined.

2. SECURITY

Another concern expressed by Mr. Holtkamp was the security of both General Public, and the Staff of the DSS. It is paramount that any design proposed would improve the Lobby security of the facility. Also, there is a severe lack of security in the "back of house" in the current DSS Building. Once past the secure doors in the Lobby, clients have the opportunity to access File Rooms, Staff Offices, Conference Rooms, etc. It was suggested that the new facility should have a designated Neutral Area where Staff and Clients could interact, segregated from the Staff Offices and the Lobby.

3. CONFIDENTIALITY

Due to the lack of a Neutral Area in the current DSS Building, clients are asked to sit and speak with Staff in their offices. This causes a conflict of both security and confidentiality between the client and information stored in the Staff Offices. It was discussed that a proposed facility would have a designated secure File Room, where all paper files could be stored in a controlled zone; leaving the work spaces of the Staff free and clear of all client information. With the requirement of separation between Staff and Public Areas, a Neutral Area where Staff and Clients can interact should be implemented to improve confidentiality and security.

Mr. Holtkamp provided a brief summary of the annual responsibilities of the DSS:

- The DSS annually provides \$41M in relief payments for struggling individuals and families.
- The DSS is staffed by 30 employees in a number of departments. Each employee represents an average of \$1.3M in relief activity to the surrounding community.
- Due to the high poverty rate in the community, the DSS serves approximately 8,100 people per year; which accounts for approximately 64% of the community.
- Each Case Worker in this office covers approximately 500-600 cases annually.

Mr. Bailey proceeded by asking Mr. Holtkamp, and his Staff, to discuss in some detail, spaces that would be necessities in a new or enhanced facility. Those space considerations are as follows:

- LOBBY

- The Lobby should be able to seat and accommodate approximately 30-35 people at any given time. (Original R.F.P. requested space for (30) thirty people)
- Toilets should be provided in the Lobby for use by the General Public.
- The Lobby must be equipped with a minimum of 6 Common Help Carrels. Each Help Carrel includes a stationary computer and a telephone. The function of these Help Desks would be for clients to submit their paperwork electronically from the Lobby so to bypass the process of speaking with Reception and/or a Case Worker.
- A Children's Play Area is considered highly desirable and should be adjacent to the Lobby to provide a temporary, safe waiting area for children while clients wait to be served, or interact with Staff.

- RECEPTION

- Reception must have an approachable and visible Front Counter for clients and the Receptionist to interact. This Front Counter must have enough space for two Receptionists to work comfortably, side-by-side. It was requested by Ms. Jones that there be an improvement in security at Reception, by having a clear bullet-resistant window between Reception and the Lobby. This action would prevent the ability of an individual climbing the counter to access the Reception area and/or the use of firearms against Staff.
- Security would also be improved by having locking doors between Reception, the Neutral Area, and the Staff Area; controlled by key card, and an access button within Reception.

- It was explained by Mr. Holtkamp that on or around August 1, 2015, a state-wide initiative would be starting where all document are scanned electronically and stored digitally. Within Reception, the DSS Staff suggested there be a designated area where a File Specialist could scan and organize all documents electronically. This work area, while at/in the Reception Area, should be kept separate from the Front Counter and out of sight.
- INTERVIEW ROOMS
  - The proposed series of new Interview Rooms will be in a designated Neutral Area near the Lobby where DSS Staff and Clients can discuss cases, in privacy, and without the clients having access to the Staff Offices.
  - The DSS Staff came to the conclusion that 8 Interview Rooms would be sufficient for their present needs. The sizes include: 5 Interview Rooms at 100 s.f., 2 Interview Rooms at 160 s.f., and 1 Interview Room at 200 s.f. (Original R.F.P. suggested 10 Interview Rooms, will be reviewed)
  - All Interview Rooms should be equipped with Internet access, a fixed telephone, a panic button in cases of emergencies, and security cameras.
  - It was suggested by Mr. Holtkamp that all Interview Rooms be made visible thru the application of glass partitions. The factor of full visibility between DSS Staff and Clients would discourage any type of inappropriate or aggressive behavior.
  - The Interview Rooms should also be sound controlled so to prevent the possibility of confidential verbal information from being overheard.
- FILE ROOM
  - In the proposed facility, there is a need for a designated File Room, where all paperwork will be centrally stored, removing the need for filing cabinets to be in Staff Offices. It was determined by the DSS Staff that there would need to be ample space for the equivalent capacity of (90) ninety, (4) four-drawer filing cabinets, currently located in Staff Offices. Additionally, space is required for the existing moveable file cabinets which are being stored in Reception Area.
- WORKSTATIONS
  - DSS needs a min. of (20) twenty, 8'x8' Workstations to satisfy the Eligibility and Services workers.
  - Each Workstation should be approximately 48"-52" high, and be equipped with a desk, telephone, internet, and provide sound control.
  - Each telephone will be equipped with a headset for the use of each employee. This will help reduce the level of noise within the Workstation Area.

- A laptop is to be provided at each Workstation to give employees the mobility and flexibility to complete client documentation in the Interview Rooms, located in the Neutral Area.
- OFFICES
  - It was requested that a total of 7 individual administrative offices be included in the Space Needs. These offices would include 2 offices located within the Fiscal Pod, 4 offices for Supervisors, and 1 office for the Director. All Offices will be adjacent to the Workstations.
- BOARD ROOM
  - The Board Room should be of significant size, capable of having most of the Staff attend a meeting. Similar to the layout in the current DSS Building, Mr. Holtkamp requested that the Board Room be adjacent to his office; with a double door separator between the two chambers to give him the option of privacy. The Board Room is to double as a Conference Room, as scheduling permits.
- FISCAL POD
  - The DSS Staff explained that a separate secondary File Room would be required by the Fiscal Department, and would need to be in a secure and controlled area within the Fiscal Pod. It was requested that the Fiscal File Room be equipped with a large printer, capable of printing checks, a safe, and an additional Workspace Area where documents could be laid out flat and reviewed.
  - The DSS Staff requested that the Fiscal Pod be equipped with a Supervisor Office, a Payroll Office, and (4) four 8'x8' Workstations.
- FAMILY VISITATION ROOM/OBSERVATION ROOM
  - In the proposed scheme of a new facility, the Family Visitation Room would serve as a space where parents are reintroduced to their child who may have recently been in Foster Care.
  - This area should be kept separated from the Interview Room area.
  - Adjacent to the Family Partnership Room should be an Observation Room equipped with a two-way mirror. This provides the opportunity for DSS Staff to observe the behavior of families and others in the room.

- FAMILY PARTNERSHIP ROOM/TRAINING ROOM
  - The Family Partnership Room must be able to accommodate 15-20 people. This room would be used in cases where immediate family, relatives, and close friends would be involved with a case.
  - This room would also be used as a large Conference Room for Staff.
  - It was suggested by DSS Staff that the Family Partnership Room could also double as a Training Room, where experts could come in to teach and educate the Staff on new practices. The Training Room should be equipped with a projector, a pull-down screen, and A/V capabilities.  
(The size of the Family Partnership Room will be determined by the Space Needs Layout)
  
- INFORMATION TECHNOLOGY ROOM (I/T ROOM)
  - An ample and centrally located I/T Room is a necessity to support the growing technological needs of a new facility. The equipment anticipated to be in the I/T Room includes: surveillance monitors for the security cameras, recording devices for the surveillance monitors, a Server; which would store all previous and newly scanned data, an External Storage Backup supporting the Server, and all telephone and internet equipment.
  - The DSS Tech Officer should be consulted as to the necessary size of the room.
  
- BREAK ROOM
  - The Break Room should be equipped with a kitchen, including a sink, refrigerator, adequate counter top space, vending machines and tables for the Staff to sit.
  
- TOILETS
  - Toilets must be made available in the Staff Area (Secure Area), adjacent to the Interview Rooms (Neutral Area) and the Lobby (Public Area).

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**SUMMARY:**

These minutes of the "kick-off" meeting are our initial recall of the various **Space Needs** requirements that DSS has placed as high priority. These notes should be reviewed, amended, and expanded by the DSS Staff and Director; all as needed to insure full inclusiveness and understanding. Also, it is to be understood that in addition to these findings, special requirements outlined in the original R.F.P. will be considered and included as we move forward with the first draft of the **Space Needs** diagram and

inventory. That diagram, which the design team has begun, will be shared with DSS on January 21 when we join the Security Review Meeting.

We certainly did find our first workshop to be informative and helpful. We welcome your comments.

Michael P. Nomenmann

Cc: John Holtkamp  
Jeannell Jones  
Baxter Bailey

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## Greensville County Social Services Space Needs Analysis

2 messages

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Michael Nonnenmann <mn@baxterbailey.com>

Fri, Jan 9, 2015 at 11:48 AM

To: John Holtkamp <john.holtkamp@dss.virginia.gov>

Good Afternoon Mr. Holtkamp,

Both Mr. Bailey and I wanted to thank you and your staff for our meeting on Wednesday afternoon. We both feel the meeting was extremely helpful and informative. Thank you very much for all your input and hospitality.

If you don't mind, could you please provide me with a list of your staff that attended the meeting, and their job titles. Mr. Bailey and myself are in the process of compiling meeting minutes for all that was discussed on Wednesday, and we would like to include all that participated. With your input, we should be able to deliver the meeting minutes to you this afternoon.

Secondly, Mr. Bailey has already begun preparing preliminary diagrams for the Space Needs provided by you and your staff. We anticipate having a preliminary draft available at the meeting on January 21 at 9:30am.

Again, thank you very much to you and your staff for all your help and consideration. We very much appreciate it.

Best Regards,

**Michael P. Nonnenmann**

Design Associate

BAXTER BAILEY ASSOCIATES

11 East Franklin Street  
Richmond | Virginia | 23219

P: 804.343.1833

F: 804.643.8370

[www.baxterbailey.com](http://www.baxterbailey.com)

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Holtkamp, John (VDSS) <John.Holtkamp@dss.virginia.gov>

Fri, Jan 9, 2015 at 6:06 PM

To: Michael Nonnenmann <mn@baxterbailey.com>

Mr. Nonnenmann,

It was indeed a pleasure to spend the afternoon recently reviewing our needs and hopes for Office space.

We were impressed with the friendliness and professionalism you and Mr. Bailey brought to the meeting.

The persons from our Agency at that meeting were:

Myself, John Holtkamp, Agency Director

Jeannell Jones, Administrative Services Manager

Shirdene Boone, Eligibility Services Supervisor

Nakisha Hardy, Eligibility Services Supervisor

Lebrina Moseley, Family Services Supervisor

Our Board of Directors would like to meet with representatives of your firm, preferably at their February Board Meeting (Thursday, February 19<sup>th</sup> at 3:30 PM).

Please let me know if that is possible.

Board Members are:

Ann Crewe, Chair, retired Eligibility Services Supervisor with the Agency

Mike Ferguson, Vice Chair, County Supervisor and DOC Employee

Dave Whittington, County Administrator

Brian Thrower, City Manager

Dr. Carolyn Carey, City Council and Educator

I am also forwarding to you in a separate email the information which will be reviewed at the meeting on January 21<sup>st</sup>.

We look forward to working with you on this and other projects.

**John Holtkamp, Director**

**LISW-S, ACSW**

Greenville/Emporia Department of Social Services

PO Box 1136

1748 East Atlantic Street

Emporia, VA 23847

434.634.7400 (office)

434.634.4986 (fax)

**EMAIL MEMO**

**TO:** John Holtkamp

**FROM:** Baxter Bailey

**DATE:** January 12, 2015

**SUBJECT:** Greensville/Emporia  
Department of Social Services  
**Office Space Needs Analysis**

Mr. Holtkamp,

As we have been preparing the minutes of the meeting and setting out an inventory of the spaces identified, several questions/clarifications needs have come to our attention; all as follows:

1. Lobby - Is there a preferred size of the Common Help Carrels? Those in place appear about 4x4, but not checked.
2. Lobby - Are we to understand that the new Main File room is to/should be away from Reception area, and inaccessible to public but adjacent to the staff Workstation area?
3. File Specialist - We discussed the File Specialist position/space as being adjacent, but a part of Reception. Does she need direct/quick access to the new Main File Room as well?
4. Observation - Observation Room to be adjacent to Family Visitation. Should this space be sized as an unassigned office or storage space? Current size: shown as 10' x 12' - 120 sf. Is this adequate?
5. Storage - During the meeting, little discussion was made of Storage. At this time we have shown 2 Storage Rooms. 10' x 10' = 100 sf each. Will this be sufficient? Expand as necessary.
6. Work/Copy - Do we need Work/Copy Room(s)? Thus far we have shown 2 each @ 8' x 10' = 80 sf each shown in the inventory. Do you have better information?

7. Electrical Room - For inventory purposes, we are including an Electrical Room of 10' x 10' = 100 sf as a **primary electrical entry** and distribution point this is in addition to the IT/Data room noted in the minutes.
8. IT/Data Room - To be shown in the inventory within the central hub as 10' x 12' = 120 sf. We can discuss further once the technicians are free to comment.

When we meet on the 21st we will have an "in-process" **Space Needs Inventory** and possibly a first draft of the **Space Needs Diagram**. Please share any thoughts that might be important to that process. Comment on these items as you see fit.

Thanks in advance for your input.

Baxter Bailey

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**Space Needs Minutes (1-7-15).docx**

2 messages

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**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>  
To: Michael Nonnenmann <mn@baxterbailey.com>

Wed, Jan 14, 2015 at 2:12 PM

Mr. Nonnemann,

I have made various edits and corrections in the attached minutes.

Please review.

Thank You!

**Space Needs Minutes (1-7-15).docx**

38K

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**Michael Nonnenmann** <mn@baxterbailey.com>  
To: "Holtkamp, John (VDSS)" <John.Holtkamp@dss.virginia.gov>

Fri, Jan 16, 2015 at 10:01 AM

Mr. Holtkamp,

We have received, reviewed, and incorporated all the changes you've suggested. Please see the attachments for the revised meeting minutes. Routinely, hard copies are in the mail. We thank you very much for all your help, and quick correspondence. We look forward to seeing you Wednesday for the security review meeting.

Take Care,

**Michael P. Nonnenmann**  
Design Associate**BAXTER BAILEY ASSOCIATES**11 East Franklin Street  
Richmond | Virginia | 23219

P: 804.343.1833

F: 804.643.8370

www.baxterbailey.com

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## Space Needs Analysis - First Draft

3 messages

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**Michael Nonnenmann** <mn@baxterbailey.com>  
To: John Holtkamp <John.Holtkamp@dss.virginia.gov>

Wed, Jan 28, 2015 at 10:11 AM

Hello Mr. Holtkamp,

I wanted to say thank you for allowing me to sit in on your security inspection last week. Ms. Dennis provided some valuable insight into the security requirements of both the State and IRS. Also, thank you for allowing me some time to present the First Draft of the Space Needs Analysis that Mr. Bailey and myself completed. We wanted to let you know that we are very eager to move forward with this project, and begin the Relationship of Spaces. To do so, we would welcome and appreciate any and all comments you or your staff may have concerning the First Draft, and the attached Space Needs Inventory. Attached is the Excel document of the Space Needs Inventory that you and I discussed last week. Again, please provide any comments you can that could assist us in moving forward with the Relationship of Spaces. Thank you again for all your help and cooperation, and we look forward to meeting with you again soon.

Take Care,

**Michael P. Nonnenmann**  
Design Associate

**BAXTER BAILEY** ASSOCIATES

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Richmond | Virginia | 23219

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F: 804.643.8370

[www.baxterbailey.com](http://www.baxterbailey.com)



**Space\_Needs\_Inventory.xls**  
28K

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**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>  
To: Michael Nonnenmann <mn@baxterbailey.com>

Thu, Jan 29, 2015 at 4:27 PM

Mr. Nonnenmann,

Please review the attached state guidelines which outline the requirements and procedures for determining reasonable rent or facility costs.

This will be quite vital in our process.

Thank You!

John Holtkamp, Director

LISW-S, ACSW

Greensville/Emporia Department of Social Services

PO Box 1136

1748 East Atlantic Street

Emporia, VA 23847

434.634.7400 (office)

434.634.4986 (fax)

**From:** Little, Tom (VDSS)  
**Sent:** Thursday, January 29, 2015 4:07 PM  
**To:** Holtkamp, John (VDSS)  
**Cc:** Blythe, Stephen (VDSS)  
**Subject:** RE: Space Needs Analysis - First Draft

John,

I will review the draft space needs analysis and provide my comments next week. Regarding reimbursement for office space, we will need to follow the DSS fiscal guidance (attached) on determining reasonable facility costs, applying standard allowable space per employee, and claiming costs for reimbursement.

Tom

**From:** Holtkamp, John (VDSS)  
**Sent:** Thursday, January 29, 2015 3:35 PM  
**To:** Little, Tom (VDSS)  
**Cc:** Blythe, Stephen (VDSS)  
**Subject:** FW: Space Needs Analysis - First Draft

Tom,

Attached please find the preliminary information for our Space Needs Analysis.

Would you be able to review?

The final product is due March 3<sup>rd</sup>.

What considerations should we have in mind in terms of fiscal reimbursement for space?

Thank You

**John Holtkamp, Director**

**LISW-S, ACSW**

Greensville/Emporia Department of Social Services

PO Box 1136

1748 East Atlantic Street

Emporia, VA 23847

434.634.7400 (office)

434.634.4986 (fax)

**From:** Michael Nonnenmann [mailto:mn@baxterbailey.com]

**Sent:** Wednesday, January 28, 2015 10:11 AM

**To:** Holtkamp, John (VDSS)

**Subject:** Space Needs Analysis - First Draft

[Quoted text hidden]

 **Section\_3.20\_-\_Rent-Facility\_Costs.pdf**  
85K

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**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>

Thu, Jan 29, 2015 at 4:32 PM

To: Ann Crewe <tommy.crewe79@comcast.net>, Dave Whittington <dwhittington@greensvillecountyva.gov>, Brian Thrower <bthrower@ci.emporia.va.us>, "Ferguson, Michael W. (VADOC)" <Michael.Ferguson@vadoc.virginia.gov>, "ccareyed22@yahoo.com" <ccareyed22@yahoo.com>

Cc: "Coleman, Tori (VDSS)" <Tori.Coleman@dss.virginia.gov>, "Jones, Jeannell (VDSS)" <Jeannell.Jones@dss.virginia.gov>

Board Members,

Attached please find the draft 'Space Needs Inventory'.

I also have the schematic in my office if anyone wishes to see it.

Mr. Bailey and Mr. Nonnenmann have been invited to our Board meeting on February 19<sup>th</sup>.

**John Holtkamp, Director**

**LISW-S, ACSW**

Greensville/Emporia Department of Social Services

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Emporia, VA 23847

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**From:** Michael Nonnenmann [mailto:mn@baxterbailey.com]  
**Sent:** Wednesday, January 28, 2015 10:11 AM  
**To:** Holtkamp, John (VDSS)  
**Subject:** Space Needs Analysis - First Draft

Hello Mr. Holtkamp,

I wanted to say thank you for allowing me to sit in on your security inspection last week. Ms. Dennis provided some valuable insight into the security requirements of both the State and IRS. Also, thank you for allowing me some time to present the First Draft of the Space Needs Analysis that Mr. Bailey and myself completed. We wanted to let you know that we are very eager to move forward with this project, and begin the Relationship of Spaces. To do so, we would welcome and appreciate any and all comments you or your staff may have concerning the First Draft, and the attached Space Needs Inventory. Attached is the Excel document of the Space Needs Inventory that you and I discussed last week. Again, please provide any comments you can that could assist us in moving forward with the Relationship of Spaces. Thank you again for all your help and cooperation, and we look forward to meeting with you again soon.

Take Care,

**Michael P. Nonnenmann**

Design Associate

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**Board Room**

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Holtkamp, John (VDSS) <John.Holtkamp@dss.virginia.gov>  
To: Michael Nonnenmann <mn@baxterbailey.com>

Fri, Feb 6, 2015 at 5:18 PM

Mr. Nonnenmann.

I hope this message finds you well, preparing for a weekend.  
However I realized several days ago that the plans may require an 'adjustment'.

The 'Board' Room is used by our Board of Directors for monthly meetings.  
It is situated in the plans in the 'Secure' Employee's only section of the Building.  
However Agency Board Meetings must be open to the public.  
Allowing the 'public' into the secure employees only area of the Building would draw the ire  
of the Safety and Security Auditors.

See you on the 19<sup>th</sup> (for the Board Meeting (3:30 PM)).

**John Holtkamp, Director**  
**LISW-S, ACSW**  
Greensville/Emporia Department of Social Services  
PO Box 1136  
1748 East Atlantic Street  
Emporia, VA 23847  
434.634.7400 (office)  
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## Space Needs - Revisions

3 messages

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**Michael Nonnenmann** <mn@baxterbailey.com>  
To: John Holtkamp <John.Holtkamp@dss.virginia.gov>

Thu, Feb 12, 2015 at 11:05 AM

Hello Mr. Holtkamp,

I apologize for the delay in response. I have been out of the office and things have been rather hectic lately.

In response to your concerns with the Board Room, our next step will be a Relationship of Spaces, as a diagram, where we will attempt to place the Board Room in such a position that it can be entered directly from the Public Zone on demand; via a controlled door to be used only as the Staff/Director see fit. Otherwise, the Board Room will be entered strictly through an access door within the Secure Zone.

In response to your concerns with the Workstations, the calculations of 20 workstations at 8'x8' equaling 1,280 s.f. is correct. However, all workstations can/must be A.D.A. accessible and approachable through a 5'-0" aisle. As the Space Needs Diagram shows, we have placed a 5'-0" perimeter around all the workstations. It may be possible to reduce the circulation aisle by pushing one end of the workstations group against an end wall, thereby reducing the circulation area by some 235 s.f.+/- While this reduction is possible, experience has taught us that as any project develops, there are often times additional space needs that arise during the design phase that have been missed by the client during the Program and Space Needs determinations. We can reduce the Workstation footprint by 235 s.f.+/- at this time, but we highly recommend not doing so.

Please recall that we have been instructed to think to the future and that by the time this project goes to design, we may need the space savings noted above. We encourage you to pass along any further concerns of the Space Needs Diagram - First Draft. However, with the two issues answered above, may we assume your review of the First Draft is completed and that we may move onto the Relationship of Spaces? We would like to have the Relationship of Spaces prepared for the February 19 meeting at 3:30pm, however we feel your approval is necessary to move forward. Thank you very much for all your time and cooperation Mr. Holtkamp. We look forward to seeing you next week.

Best Regards,

**Michael P. Nonnenmann**  
Design Associate

**BAXTER BAILEY & ASSOCIATES**  
ARCHITECTS

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**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>  
To: Michael Nonnenmann <mn@baxterbailey.com>

Thu, Feb 12, 2015 at 11:44 AM

I have forwarded this to our Regional Office.

As far as I am concerned, we can move to the next phase (Relationship of Spaces)

However, I want to make sure that we gain Regional Office blessing at this point, rather than later have issues arise.

The idea is to, of course, assure we have properly aligned and necessary work space, but also that we maximize the Reimbursement levels for the space.

This is very important as the reimbursement rate is 84.5%, which means the locality would only have to bear 15.5% of allowable building costs.

Thank You for your patience.

**John Holtkamp, Director**

**LISW-S, ACSW**

Greensville/Emporia Department of Social Services

PO Box 1136

1748 East Atlantic Street

Emporia, VA 23847

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**From:** Michael Nonnenmann [mailto:mn@baxterbailey.com]

**Sent:** Thursday, February 12, 2015 11:06 AM

**To:** Holtkamp, John (VDSS)

**Subject:** Space Needs - Revisions

[Quoted text hidden]

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**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>

Thu, Feb 12, 2015 at 12:22 PM

To: Michael Nonnenmann <mn@baxterbailey.com>

Cc: "Jones, Jeannell (VDSS)" <Jeannell.Jones@dss.virginia.gov>, "Moseley, Lebrina (VDSS)"

<Lebrina.Moseley@dss.virginia.gov>, "Hardy, Nakisha (VDSS)" <Nakisha.Hardy@dss.virginia.gov>, "Phillips, Sherry (VDSS)" <Sherry.Phillips@dss.virginia.gov>

Mr. Nonnenmann,

See below from Regional Office.

Please proceed with 'Relationship of Spaces'.

**John Holtkamp, Director**

LISW-5, ACSW

Greensville/Emporia Department of Social Services

PO Box 1136

1748 East Atlantic Street

Emporia, VA 23847

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**From:** Little, Tom (VDSS)

**Sent:** Thursday, February 12, 2015 11:50 AM

**To:** Holtkamp, John (VDSS)

**Subject:** Re: Space Needs - Revisions

Yes, looks good to me. Thank you, John.

Tom

Sent from my iPhone

On Feb 12, 2015, at 11:40 AM, Holtkamp, John (VDSS) <[John.Holtkamp@dss.virginia.gov](mailto:John.Holtkamp@dss.virginia.gov)> wrote:

Tom,

From our Architects

Does this allay your concerns?

[Quoted text hidden]

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## Space Needs Analysis

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Holtkamp, John (VDSS) <John.Holtkamp@dss.virginia.gov>

Fri, Feb 20, 2015 at 7:51 AM

To: Michael Nonnenmann <mn@baxterbailey.com>

Cc: Ann Crewe <tommy.crewe79@comcast.net>

Mr. Nonnenmann,

I very much do not wish to have my office removed from the work area of the Employees.

(in other words, I want to be where our workers are)

It will not be necessary for my office to adjoin the Board Room.

Thank You!

**John Holtkamp, Director**

**LISW-S, ACSW**

Greensville/Emporia Department of Social Services

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## Public Access to 'Open' Meetings

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Holtkamp, John (VDSS) <John.Holtkamp@dss.virginia.gov>

Fri, Feb 20, 2015 at 8:35 AM

To: Michael Nonnenmann <mn@baxterbailey.com>

Cc: Ann Crewe <tommy.crewe79@comcast.net>, Dave Whittington <dwhittington@greensvillecountyva.gov>, Brian Thrower <bthrower@ci.emporia.va.us>, "Ferguson, Michael W. (VADOC)" <Michael.Ferguson@vadoc.virginia.gov>

Please see below.

It would appear our current practice (Sign In and Escort) pass muster.

John Holtkamp, Director

LISW-S, ACSW

Greensville/Emporia Department of Social Services

PO Box 1136

1748 East Atlantic Street

Emporia, VA 23847

434.634.7400 (office)

434.634.4986 (fax)

**From:** Little, Tom (VDSS)

**Sent:** Friday, February 20, 2015 8:30 AM

**To:** Holtkamp, John (VDSS)

**Subject:** RE: Internal Alignment

John,

The Virginia Freedom of Information Act stipulates that all meetings of public bodies shall be open. "Open meeting" or "public meeting" means a meeting at which the public may be present. This does not prohibit you from meeting in a secured area.

Tom

**From:** Holtkamp, John (VDSS)  
**Sent:** Friday, February 20, 2015 7:49 AM  
**To:** Little, Tom (VDSS)  
**Subject:** RE: Internal Alignment

Tom,

My Board reviewed the tentative results from the Space Needs Analysis.

The question arose as to the public's access to Board Meetings.

The plan is to have the Board Room (as is current practice) within a 'Secure' area of the Building.

Members of the public wishing to attend the Board meeting must sign in and be escorted to the meeting.

Is this 'OK' or should the public have unfettered access to the Board Meeting without any requirement to sign in or otherwise identify themselves?

Is there Code or Regulation on this?

Thanks!

**John Holtkamp, Director**

**LISW-S, ACSW**

Greensville/Emporia Department of Social Services

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Michael Nonnenmann <mn@baxterbailey.com>

## Scanned Diagrams

Michael Nonnenmann <mn@baxterbailey.com>  
To: John Holtkamp <John.Holtkamp@dss.virginia.gov>

Fri, Feb 20, 2015 at 1:44 PM

Mr. Holtkamp,

First and foremost, thank you for allowing us to sit in on your board meeting yesterday, and giving us the opportunity to present our Space Needs Diagram, and the Relationship of Spaces Diagram to the board. As discussed, both documents are attached, and hard copies are being sent to you in the mail. Please be sure all documents get into the right hands. Also, we thank you and the board for all your valuable feedback. We have already begun the process to incorporate your feedback into the diagram. Thank you again for all your help and cooperation, and we will talk to you soon.

Take Care,

**Michael P. Nonnenmann**  
Design Associate



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### 2 attachments



**RS1.pdf**  
2894K



**SN1.pdf**  
2946K

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**Space Needs Analysis**

3 messages

**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>

Wed, Feb 25, 2015 at 5:03 PM

To: Michael Nonnenmann &lt;mn@baxterbailey.com&gt;

Cc: "Jones, Jeannell (VDSS)" &lt;Jeannell.Jones@dss.virginia.gov&gt;, "Moseley, Lebrina (VDSS)"

&lt;Lebrina.Moseley@dss.virginia.gov&gt;, "Phillips, Sherry (VDSS)" &lt;Sherry.Phillips@dss.virginia.gov&gt;, "Hardy, Nakisha (VDSS)" &lt;Nakisha.Hardy@dss.virginia.gov&gt;

Mr. Nonnemann,

I met with supervisory staff today to gather their input on the drafts of the Space Needs Analysis.

These are their and my items:

1. As I previously mentioned, My office needs to be in the same vicinity as the rest of the Agency's employees
2. My office does not need to adjoin the Board Room
3. The Board Room needs to be clearly defined as a 'escorted access' public area (tan on your schematic).
4. The Break Room needs more space (pantry, stove, Refrigerator, vending, storage, etc.) and needs to be closer to the Employee's
5. All of the 'Employee Only' areas need to be bundled as closely together as possible. The schematic appears to have a 'scattering' effect.
6. We will need 22 Service/Eligibility pods (not 20)
7. We will need only 2 Admin./Fiscal pods (not 4)
8. The Admin./Fiscal pods should be set up as an open office area, combined with the 'Vault' area with ability for file storage (fiscal records)
9. File Room needs space for tables for workers to work on files. Also space for copier and scanner (Files are not supposed to leave the file room)

We have very much appreciated working with you on this, finding you and Mr. Bailey helpful with your advice and gracious in hearing our input.

**John Holtkamp, Director****LISW-S, ACSW**

Greensville/Emporia Department of Social Services

PO Box 1136

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**Michael Nonnenmann** <mn@baxterbailey.com>

Fri, Feb 27, 2015 at 2:12 PM

To: "Holtkamp, John (VDSS)" <John.Holtkamp@dss.virginia.gov>

Mr. Holtkamp,

Thank you very much for this feedback. It is invaluable to us moving forward with the Relationship of Spaces. We are in the process of creating two options for you to look at; Option A and Option B that address the 9 points you have listed in your most recent email. We are also drafting a memo addressing those same 9 points. We will send that memo, along with our two new options, and our full report Monday or Tuesday of next week. Thank you again for all your help throughout this process. We very much appreciate it.

Take Care,

**Michael P. Nonnenmann**  
Design Associate

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[Quoted text hidden]

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**Holtkamp, John (VDSS)** <John.Holtkamp@dss.virginia.gov>  
To: Michael Nonnenmann <mn@baxterbailey.com>

Fri, Feb 27, 2015 at 3:13 PM

Thank You!  
I look forward to hearing from you.

---

From: Michael Nonnenmann [mn@baxterbailey.com]  
Sent: Friday, February 27, 2015 2:12 PM  
To: Holtkamp, John (VDSS)  
Subject: Re: Space Needs Analysis

Mr. Holtkamp,

Thank you very much for this feedback. It is invaluable to us moving forward with the Relationship of Spaces. We are in the process of creating two options for you to look at; Option A and Option B that address the 9 points you have listed in your most recent email. We are also drafting a memo addressing those same 9 points. We will send that memo, along with our two new options, and our full report Monday or Tuesday of next week. Thank you again for all your help throughout this process. We very much appreciate it.

Take Care,

**Michael P. Nonnenmann**  
Design Associate

[<http://www.baxterbailey.com/images/logohoriz.gif>]

11 East Franklin Street

**MEMO**

March 3, 2015

Mr. John Holtkamp  
Agency Director  
Greensville/Emporia Department of Social Services  
1748 East Atlantic Avenue  
Emporia, VA 23847

Mr. Holtkamp,

As a follow up to your February 25 email, expressing nine points of feedback by you and your supervisory staff, Mr. Bailey and I have prepared responses. They are as follows:

1. As I previously mentioned, My office needs to be in the same vicinity as the rest of the Agency's employees.

**BB&A: We concur, see new layout.**

2. My office does not need to adjoin the Board Room.

**BB&A: We concur, see new layout.**

3. The Board Room needs to be clearly defined as a 'escorted access' public area (tan on your schematic).

**BB&A: We concur, see new layout.**

4. The Break Room needs more space (pantry, stove, Refrigerator, vending, storage, etc.) and needs to be closer to the Employee's.

**BB&A: We understand/concur, see enlarged Break Room on new layout on Option B.**

5. All of the 'Employee Only' areas need to be bundled as closely together as possible. The schematic appears to have a 'scattering' effect.

**BB&A: We understand. In both Option A and Option B, the "Secure Zone"/Employees Only functions are clustered together in one area, to the rear of the layout (see blue zones).**

**In Option A, the Break Room and Pantry Storage are a bit removed and separated by the Mechanical and Electrical Rooms. This was done intentionally to provide employees a brief escape from their desks during the day, and due to it's location, the room could be provided with ample natural light and easy access to the Board Room.**

In Option B, that separation is eliminated and all Employee Only areas are clustered as to function.

Please be reminded that the Relationship of Spaces is not to be considered a Schematic Floor Plan. Future evaluation and discussions can and will occur at the design phase of a future project.

6. We will need 22 Service/Eligibility pods (not 20).

**BB&A: We understand. Both Options A & B now show 22 workstations in lieu of the 20 workstations noted at the kick-off meeting on January 7, 2015. When discussing the count of 28 workstations noted in the original Request For Proposal, there was no distinction between General workstations versus Fiscal workstations. Now, thanks to staff input, we will show 22 General workstations, and 2 Fiscal workstations, for a total of 24. We now assume this to be the correct number of workstations.**

7. We will need only 2 Admin./Fiscal pods (not 4).

**BB&A: We understand. See Note 6 and see Options A & B of the revised Relationship of Spaces.**

8. The Admin./Fiscal pods should be set up as an open office area, combined with the 'Vault' area with ability for file storage (fiscal records).

**BB&A: We understand. The Fiscal Pod workstations (2 total) are grouped and combined with the Vault and File Storage spaces in both Options A & B. Final design features of these functions will be determined during the building design phase of a future project.**

9. File Room needs space for tables for workers to work on files. Also space for copier and scanner (Files are not supposed to leave the file room).

**BB&A: We understand. See either Option A or B. The File Room/Main is an area of 495 s.f. and is adequate to handle your original high-density files as well as new high-density files that will replace the 90 4-drawer standing file cabinets. Also, the File Room/Main has ample floor area for a copier and open work surfaces.**

We feel that either Option A or Option B of the Relationship of Spaces would be a strong starting point towards instructions for a successful design of a new Department of Social Services building. We do encourage you and your staff to provide any and all feedback to the responses above. Thank you again for all your timely help and cooperation during this project. We look forward to hearing back from you soon.

Best Regards,

Michael P. Nonnenmann

Attachments (3)